

# INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE

[www.ipfcc.org](http://www.ipfcc.org)

# Transforming Clinical Practice In Partnership with Patient and Family Advisors

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## *From Philosophy to Action*



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VHQC



# Objectives. . .

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- ◆ Review Patient Engagement goals and metrics for Transforming Clinical Practice Initiative
- ◆ Identify strategies for clinical practice improvement through partnerships with patients and families
- ◆ Learn from Partnerships in Action in a Clinical Setting
- ◆ Discuss strategies for how to overcome barriers



# Transforming Clinical Practice Goals

snip

## TCPI AIMS/Goals

- (1) Support more than 140,000 clinicians in their practice transformation work.
- (2) Build the evidence based on practice transformation so that effective solutions can be scaled.
- (3) Improve health outcomes for millions of Medicare, Medicaid and CHIP beneficiaries and other patients.
- (4) Reduce unnecessary hospitalizations for 5 million patients.
- (5) Sustain efficient care delivery by reducing unnecessary testing and procedures.
- (6) Generate \$1 to \$4 billion in savings to the federal government and commercial payers.
- (7) Transition 75% of practices completing the program to participate in Alternative Payment Models

## Primary Drivers

## Secondary Drivers

<b>Patient and Family-Centered Care Design</b>	1.1 Patient & family engagement 1.2 Team-based relationships 1.3 Population management 1.4 Practice as a community partner 1.5 Coordinated care delivery 1.6 Organized, evidence based care 1.7 Enhanced Access
<b>Continuous, Data-Driven Quality Improvement</b>	2.1 Engaged and committed leadership 2.2 Quality improvement strategy supporting a culture of quality and safety 2.3 Transparent measurement and monitoring 2.4 Optimal use of HIT
<b>Sustainable Business Operations</b>	3.1 Strategic use of practice revenue 3.2 Staff vitality and joy in work 3.3 Capability to analyze and document value 3.4 Efficiency of operation



# Patient and Family-Centered Care Design

Respect values and preferences

Listen to patient and family voice

Collaborate with patients and families

Be aware of language and culture

# Patient and Family-Centered Care

- ▼ *Places emphasis on **mutually beneficial partnerships** between patients, families, and health care professionals. It acknowledges that families, however they are defined, are essential to patients' health and well-being, and are allies for quality and safety within the health care system.*



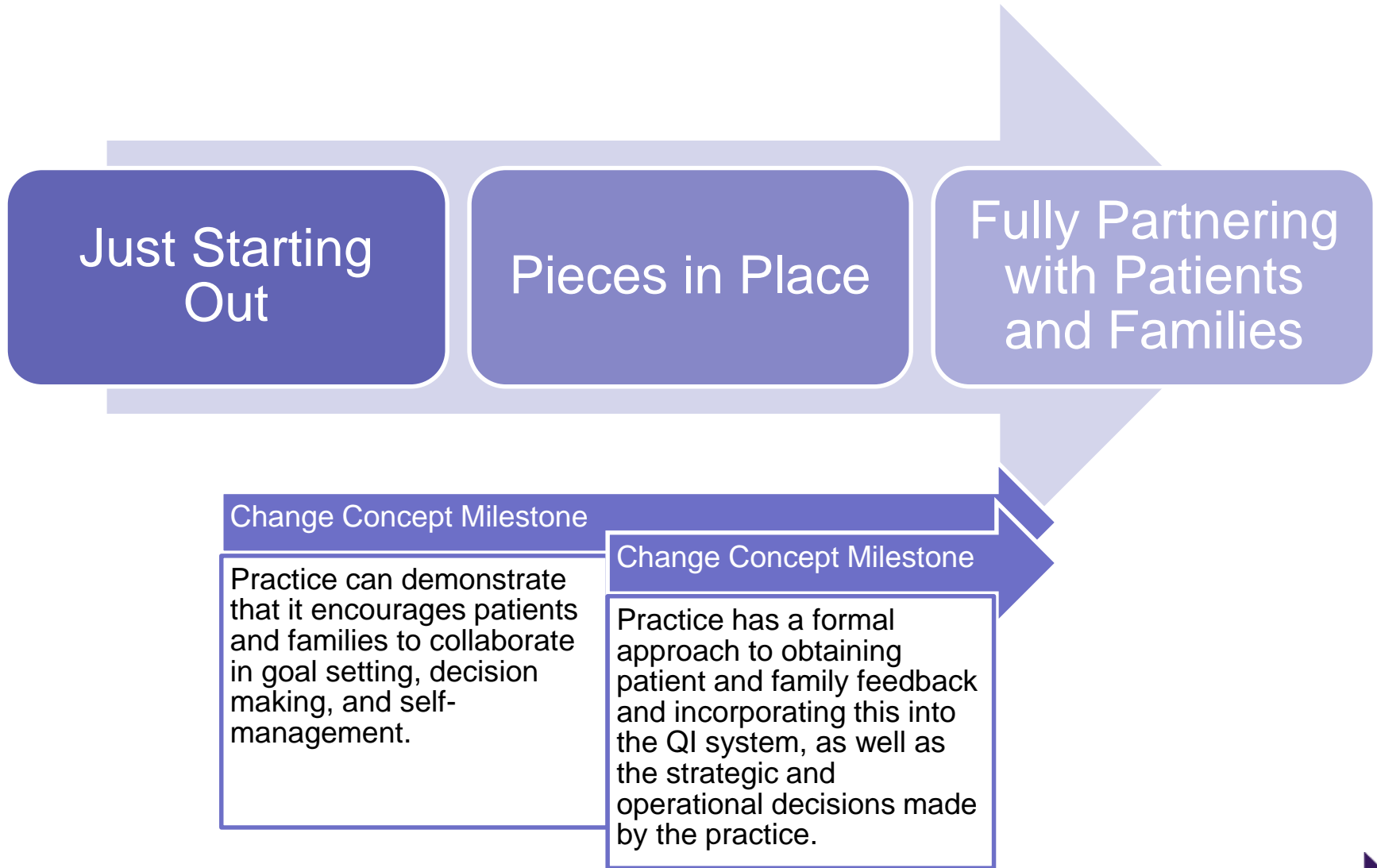
# Patient- and Family-Centered Core Concepts

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- ◆ People are treated with **respect and dignity**.
- ◆ Health care providers communicate and share complete and unbiased **information** with patients and families in ways that are affirming and useful.
- ◆ Patients and families are encouraged and supported in **participating in care and decision-making** at the level they choose.
- ◆ **Collaboration** among patients, families, and providers occurs in policy and program development and professional education, as well as in the delivery of care.



# Journey of Partnership







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Patient- and family-centered care is working "with" patients and families, rather than just doing "to" or "for" them.





Patient- and family-centered care provides the framework and strategies to **transform organizational culture** and improve the experience of care, and enhance quality, safety, and efficiency.



# What is a Patient and Family Advisory Council?

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- ◆ Formal mechanism to create and sustain partnerships with individuals and families who receive care at our organization who want to help us improve.
- ◆ Majority of members are patients and families who apply, are interviewed, selected, and prepared for the role.
- ◆ A forum where patients, families, and hospital staff work in partnership on important initiatives that impact patients, families, staff and clinicians.
- ◆ Clinician and staff involvement is essential.



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# Recruiting Patient and Family Advisors



# Qualities and Skills of Successful Patient and Family Advisors

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- ◆ Ability to share personal experiences in ways that others can learn from them.
- ◆ Ability to see the bigger picture.
- ◆ Ability to listen and hear other points of view.
- ◆ Ability to connect with people.
- ◆ Interest in improving health care for others.
- ◆ Sense of humor.
- ◆ Representative of those served by the organization.



# Recruiting Patient and Family Advisors

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- ◆ Ask staff and physicians.
- ◆ Ask patients/families at office or clinic visit when appropriate.
- ◆ Recruit at community health fairs.
- ◆ Contact support groups and community organizations (e.g., peer support classes, Healthy Living classes, Rotary, Kiwanis, and religious organizations).



# Recruiting Patient and Family Advisors

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- ◆ Post signs/brochures on bulletin boards in reception areas, exam rooms, and lobbies.
- ◆ Place notices in organization's publications, websites, and TV systems.
- ◆ Post information on Twitter and Facebook.
- ◆ Place announcements in local newspapers.





# Patient & Family Advisors Needed!

I value your perspective and our partnership. I'd like you to consider becoming a Patient/Family Advisor. Advisors volunteer to help us with program/policy review, review education materials and forms, provide input on quality and safety efforts as well as facilities planning. We are also using patient advisors to help design better processes of care.

Would you be interested in volunteering to be on a Patient Family Advisory Council? Please contact Sheila Miller at 687-6203 to get more information about this unique opportunity.

Sincerely,



## Peace Health Medical Group Eugene, OR

## A Recruiting Tool

### *Qualities of an Advisor:*

- Shares insight and experience in productive ways
- Sees beyond his/her own personal experience
- Respects diversity and differing opinions
- Listens well
- Collaborates on solutions
- Has passion for enhancing the healthcare experience of all

### *Important Considerations:*

- Current PeaceHealth Medical Group patient and/or family member
- Make commitment for 1 year at minimum
- Willingness to attend information session to learn more in mid-September
- Ability to attend monthly meetings on the fourth Thursday from 5:30 – 7:30 pm, starting in October







[What to Expect](#)

[Parking & Transportation](#)

[Billing & Other Paperwork](#)

[Support and Support Groups](#)

[During Your Stay](#)

[Mardigian Wellness Resource Center](#)

[For Friends & Family](#)

[Patient & Family Centered Care Advisors](#)

[Giving Back to the Cardiovascular Center](#)

[Contact Information](#)



## Patient & Family Advisory Council Members

click on the links to learn more about our members



[Tim Cusatis](#)



[Bonnie Davis](#)  
Vice Chair



[Michele Derheim, M.S.N., R.N.](#)



[Jonathan Eliason, M.D.](#)



[Trina Floyd](#)



[Dwight Lang](#)

# Facebook



**UMass Memorial Medical Center Patient and Family Advisory Council**  
Community

Contact Us Like Share

**Timeline** About Photos Likes More

PEOPLE > 12 likes  
Invite your friends to like this Page

ABOUT >

Write something... Post

UMass Memorial Medical Center Patient and Family Advisory Council

Say something about this...



## Other Ways to Help - Patient and Family Advisory Council | MD Anderson Cancer Center

The patient's voice is powerful. We need your help to develop a common vision for extraordinary care.

[WWW.MDANDERSON.ORG](http://WWW.MDANDERSON.ORG) | BY THE UNIVERSITY OF TEXAS MD ANDERSON CANCER CENTER, S...

★ Close Friends Cancel Share Link

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# Selecting Patient and Family Advisors





PROVIDENCE MEDICAL GROUP  
Patient & Family Advisor Application

Date: \_\_\_\_\_

Name: \_\_\_\_\_  
Last

Address: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Email: \_\_\_\_\_

What is the best way to contact you? (circle one)

Please check all that apply below:

- I am a patient at a Providence Medical Group  
→ If yes, from which PMG clinic location(s) do you receive care?
- I am the family member of a patient at a PMG
- I am a patient with a chronic health condition
- I am involved in the care of someone who has a chronic health condition
- I am a patient/family member receiving previous care from Providence Medical Group

SKILLS & INTERESTS If you wish to provide more in training, interests, hobbies or experiences you feel Providence Medical Group

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Please put an "x" in the Day(s) and Time(s) you are

	Monday	Tuesday
Mornings		
Afternoons		
Evenings		

Your responses are important in planning your involvement concerning the program or this application, please

Please return your completed

## Application Form for Patient and Family Advisors

Please print:

Name: \_\_\_\_\_  
(Last) (First) (MI)

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Home Phone: (10 digits) \_\_\_\_\_ Cellular Phone: (10 digits) \_\_\_\_\_

Work Phone: (10 digits) \_\_\_\_\_ Fax: (10 digits) \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Language(s) You Speak: \_\_\_\_\_

Will you allow your contact information to be shared with other committee/advisory council members?  Yes  No

I am:  A patient.  A family member of a patient.

My care provided at \_\_\_\_\_ was primarily: (check all that apply)

- Hospitalization (inpatient)
- Clinic visit (outpatient)
- Both inpatient and outpatient
- Emergency Department care
- Other programs, departments, or services

The dates of my active care experience at \_\_\_\_\_ include: (check all that apply)

- 2006 to current year
- 2004-2005
- 2002-2003
- 2001 or before

Within the past two years, what care services have you or your family member used? (check all that apply)

- AIDS AND HIV
- Autoimmune
- Blood and Lymphatic
- Cancer
- Cardiology
- Chest/Pulmonary
- Ear, Nose and Throat
- Endocrinology/Diabetes
- Eye
- Gastroenterology/GI
- Genetics and/or Birth Defects
- Intensive Care Unit (ICU)
- Infectious Diseases
- Mental Health
- Nephrology/Kidney
- Neurology
- Nutrition
- Orthopaedic
- Pregnancy, Childbirth and Infant Care
- Rehabilitation
- Skin and Connective Tissues
- Surgery
- Transplant
- Urology
- Other \_\_\_\_\_

### Why would you like to serve as an advisor?

Please list times when you are able to attend meetings: (check all that apply)

Daytime:  Evening:  Weekend:

I/We would be interested in helping with (identify all of your interest areas):

- Reviewing patient and family satisfaction tools.
- Developing/reviewing educational materials.
- Planning for the hospitalization (inpatient) care experience.
- Planning the design of systems of care and facilities for the surgical experience.
- Planning for the clinic (outpatient or ambulatory) care experience.
- Planning the design of systems of care and facilities for the emergency care experience.
- Ensuring patient safety and the prevention of medical errors.
- Educating medical students and residents, new employees, and other staff about the experience of care and effective communication and support.
- Participating in facility design planning.
- Improving the coordination of care and the transition to home and community care.
- Long-term advisory council membership to have impact and influence on policies and practices that affect the care and services patients receive.
- Issues of special interest (please describe).

If you have served as an advisor, been an active volunteer committee member, or done public speaking for other programs or organizations, please briefly describe this experience:

What are some specific things that health care professionals did or said that was most helpful to you and your family?

What are some specific things that you or your family would like health care professionals to do differently in order to be more helpful?

Do you know other individuals and/or families who have experienced care at who might be interested in serving as advisors? Please call them for us or list their name(s) and phone number(s) here:

Please return this form to:

- Original
- CO
- File
- VS \_\_\_\_\_ Date R/c'd

# Application Forms



# Interview Questions

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1. What are some specific things that health care professionals did or said that were most helpful to you and your family?
2. What are some specific things that you or your family would like health care professional to do differently in order to be more helpful?
3. If you had a magic wand and could change and improve health care for you and your family, what changes would you want to make?



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# Informing and Educating Staff



# Informing and Educating Staff

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## **What staff need to know:**

- ◆ What is patient- and family-centered care?
- ◆ Leadership commitment to patient and family-centered care and meaningful patient and family engagement
- ◆ What does a Patient and Family Advisory Council do?
- ◆ What are the expected outcomes?
- ◆ How can they partner with the PFAC?



# Why involve patients and families as advisors?

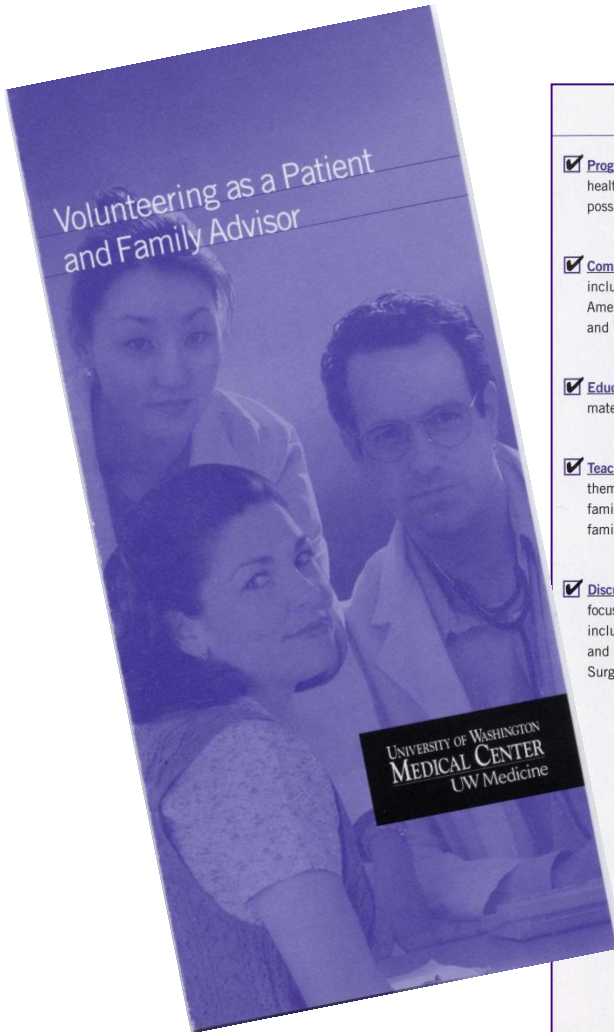
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- ◆ Bring important perspectives.
- ◆ Teach how systems really work.
- ◆ Keep staff grounded in reality.
- ◆ Provide timely feedback and ideas.
- ◆ Inspire and energize staff.
- ◆ Lessen the burden on staff to fix the problems...  
staff do not have to have all the answers.
- ◆ Bring connections with the community.
- ◆ Offer an opportunity to “give back.”





# What will the PFAC do?



**Program/Policy Review:** Design, implement, and evaluate health care programs and policies that help assure the best possible care for patients and their families.

**Committee Membership:** Serve on committees. Examples include: Patient Safety, Patient and Family Education, American Disabilities Act, Aesthetics, Customer Service and Satisfaction Integration, and Service League Board.

**Education Materials Review:** Provide input on education materials.

**Teaching:** Teach staff and professionals-in-training by giving them an opportunity to learn directly from patients and families about the care experience (patients as faculty, families as faculty).

**Discussion Groups:** Participate in one-time discussion groups focused on a particular department or service. Past examples include creating a healing environment, facilities design, and creating an ideal check-in system for patients in the Surgical Pavilion.

- ◆ Share input and feedback.
- ◆ Identify ideas for changes and improvements.
- ◆ Partner with staff to plan and implement changes.



# Mental Barriers — Anticipate and Respond Proactively

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- ◆ *HIPAA will not permit this.*
- ◆ *Patients and families will hear negatives about our organization.*
- ◆ *We don't want to air our dirty laundry.*
- ◆ *This is nice to talk about, but we don't have time.*
- ◆ *Patients and families just don't understand our system.*
- ◆ *They will want things that cost too much and we'll have to tell them "no."*
- ◆ *We need to be better organized, before involving them.*



# How can staff partner with the PFAC?

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- ◆ Attend a PFAC meeting.
- ◆ Bring an idea to the council for feedback and discussion.
- ◆ Ask the PFAC to participate on a short-term project.
- ◆ Ask the PFAC to review materials and provide feedback.
- ◆ Serve a term on the PFAC.



# What will the PFAC do?

## ◆ Share input and feedback.

Review patient and family information materials or website pages.

## ◆ Identify ideas for changes and improvements.

Choose priority area/s to focus on. Invite staff to explore possible ideas.

## ◆ Partner with staff to plan and implement changes.

Participate in developing patient education programs.





# **Transforming Clinical Practice Initiative**

## **VHQC's Patient & Family Advisory Council**

### **September 28, 2016**

# VHQC

- a. Practice Transformation Network (PTN)  
Serving: Virginia, Maryland, Washington, D.C., West Virginia
  
- b. Quality Innovation Network – Quality Improvement Organization for Maryland and Virginia

# VHQC's Patient & Family Advisory Council

- a. Company-wide initiative
- b. Kicked-off in April 2016
- c. Includes Advisors from Maryland and Virginia
- d. Meets every other month with activities in between

# Our Journey

- a. Obtained leadership support
- b. Created company-wide awareness of the Council and its purpose
- c. Developed a dedicated Planning Committee
  - Assist with recruitment
  - Draft Vision and Charter
  - Create an Orientation Program
  - Support with on-going planning





# Recruitment and Onboarding

- a. Distributed recruitment brochure through various partners, providers and VHQC staff
- b. Screened each Advisor
- c. Conducted Orientation Session

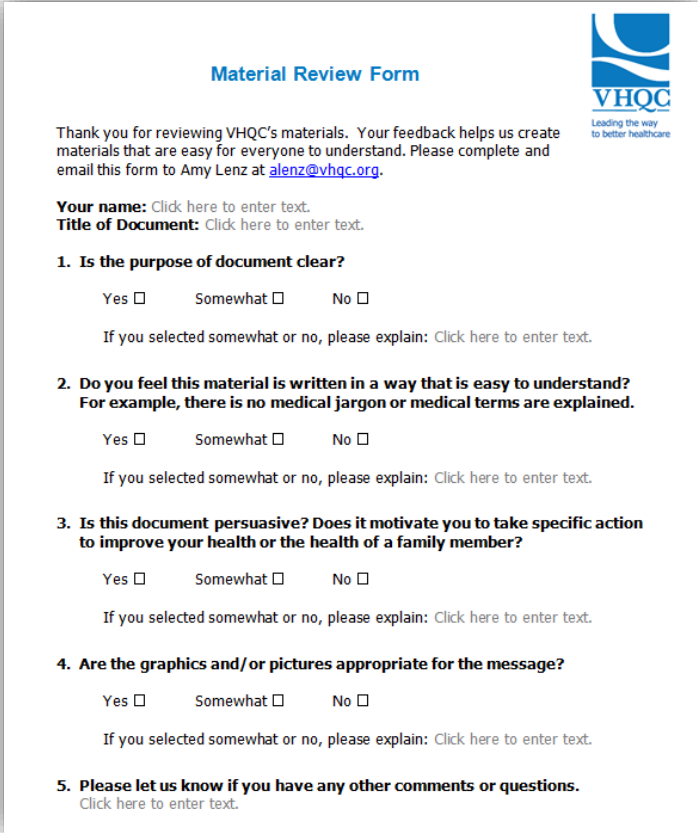


# Council Activities

- a. Attend Council meetings
- b. Input on Charter
- c. Assist with Advisor recruitment
- d. Feedback on materials
- e. Attend and present on webinars
- f. Participate in VHQC team meetings

# Material Review Form

- a. Is the purpose of the document clear?
- b. Is the material written in a way that is easy to understand?
- c. Does this document motivate you to take a specific action to improve your health or the health of a family member?
- d. Are the graphics and/or pictures appropriate for the message?

A screenshot of a 'Material Review Form' from VHQC. The form is titled 'Material Review Form' and includes a thank you message, a request for feedback, and five numbered questions with response options (Yes, Somewhat, No) and text boxes for explanations. The VHQC logo is in the top right corner.

**Material Review Form**

Thank you for reviewing VHQC's materials. Your feedback helps us create materials that are easy for everyone to understand. Please complete and email this form to Amy Lenz at [alenz@vhqc.org](mailto:alenz@vhqc.org).

**Your name:** [Click here to enter text.](#)  
**Title of Document:** [Click here to enter text.](#)

**1. Is the purpose of document clear?**  
Yes  Somewhat  No   
If you selected somewhat or no, please explain: [Click here to enter text.](#)

**2. Do you feel this material is written in a way that is easy to understand? For example, there is no medical jargon or medical terms are explained.**  
Yes  Somewhat  No   
If you selected somewhat or no, please explain: [Click here to enter text.](#)

**3. Is this document persuasive? Does it motivate you to take specific action to improve your health or the health of a family member?**  
Yes  Somewhat  No   
If you selected somewhat or no, please explain: [Click here to enter text.](#)

**4. Are the graphics and/or pictures appropriate for the message?**  
Yes  Somewhat  No   
If you selected somewhat or no, please explain: [Click here to enter text.](#)

**5. Please let us know if you have any other comments or questions.**  
[Click here to enter text.](#)

# Advisor Recruitment Brochure

**Patient & Family Council Seeks Volunteers**  
Help support statewide healthcare improvement



Your insights as a patient, caregiver or advocate can help doctors, hospitals and nursing homes provide better care. We are looking for volunteers to serve as advisors on the VHQC Patient & Family Council. As an advisor, you will support statewide healthcare improvement initiatives that focus on:

- Living well with diabetes or heart disease
- Avoiding infections in hospitals, nursing homes and doctor's offices
- Helping doctors and nurses or other healthcare providers communicate healthcare information in a way that is easily understood by their patients
- Planning care after patients leave the hospital
- Improving healthcare in nursing homes

Advisors will be asked to participate in quarterly meetings held in Richmond. Our first meeting is scheduled for early 2016. As an advisor, you may be asked to review health education materials, participate in educational events, discuss your healthcare experiences, share your opinions with VHQC staff members regarding the best way to communicate with patients, and other important activities.

Serving as an advisor does not require a background in healthcare. To learn more, complete an interest form on the [VHQC website](http://bit.ly/10i4eZZ) (<http://bit.ly/10i4eZZ>) or contact Erica Morrison at [emorrison@vhqc.org](mailto:emorrison@vhqc.org) or 804.289.5320.

This material was prepared by VHQC, the Medicare Quality Innovation Network Quality Improvement Organization for Maryland and Virginia, under contract with the Centers for Medicare & Medicaid Services (CMS), an agency of the U.S. Department of Health and Human Services. The contents presented do not necessarily reflect CMS policy. VHQC/11SDW/12/09/2015/2321

Maryland & Virginia Quality Innovation Network

9830 Mayland Drive, Suite J • Richmond, Virginia 23233 • Tel: 804,289,5320 • Fax: 804,289,5324 • [www.vhqc.org](http://www.vhqc.org)



## Patient & Family Council Seeks Volunteers

Volunteer today to improve the quality and safety of healthcare in your community



**EMPOWER • INFORM • IMPROVE**

### VHQC Patient & Family Advisory Council Vision

The VHQC Patient & Family Advisory Council will inform all quality improvement initiatives, ensuring a patient-centered approach to our work with healthcare providers and organizations in Maryland and Virginia. Advisors will collaborate with quality improvement teams, share their stories and actively participate in coalition meetings and learning events.

In partnership with patients, we will strive to transform our healthcare system, resulting in improved outcomes, clear communication and care that respects the dignity of our patients and the diversity of our communities.

### We Want to Hear from you!

Your insights as a patient, caregiver or advocate can help doctors, hospitals and nursing homes provide better care. Volunteer today to serve as an Advisor on the VHQC Patient & Family Advisory Council. As an Advisor, you will support statewide healthcare improvement activities that focus on:

- Living well with diabetes or heart disease
- Avoiding infections in hospitals, nursing homes and doctor's offices
- Helping doctors and nurses or other healthcare providers communicate healthcare information in a way that is easily understood by their patients
- Planning care after patients leave the hospital
- Making healthcare equal for everyone
- Preventing diseases by immunizing

### What would I do as an Advisor?

Advisors attend meetings every other month either in-person or by webinar. As an advisor, you may be asked to review health education materials, participate in educational events, discuss your healthcare experiences, share your ideas regarding the best way to communicate with patients, and participate in other important activities.

### Next Steps

Serving as an advisor does not require a background in healthcare. To learn more, complete an interest form on the [VHQC website](http://bit.ly/1O14eZZ) (<http://bit.ly/1O14eZZ>), contact Amy Lenz at [alenz@vhqc.org](mailto:alenz@vhqc.org) or call VHQC in Maryland at 301.744.8472 or Virginia at 804.289.5320.

Questions? Turn page over for Frequently Asked Questions

# Patient and Family Advisory Council Frequently Asked Questions



## EMPOWER • INFORM • IMPROVE

### **What is the Patient & Family Advisory Council?**

The Council is a group of patients, caregivers and advocates working together to share their ideas and experiences to help us improve the quality and safety of healthcare.

### **Am I a good candidate for the Patient & Family Advisory Council?**

If you have Medicare, or are a family member or caregiver for someone that has Medicare, and you have experience with the healthcare system, then you are a perfect candidate to become an advisor.

### **What do Advisors do?**

Advisors share their perspective and stories about health and medical care experiences to represent all patients. Advisors provide their thoughts, feedback and opinions on what are the most important areas to improve and how to engage healthcare providers and patients in these improvements. The role of an advisor includes a partner, educator, speaker, listener, advocate and leader. They help make sure the focus of healthcare stays on the patient.

### **What is the commitment of an Advisor?**

Advisors will be asked to attend meetings every other month either in-person or by webinar. Advisors can expect to spend approximately 2-4 hours a month on Advisory-related activities.

### **How will Advisors know what to do?**

VHQC will provide coaching to the council members so they are supported in their advisory role.

### **How do I learn more?**

Please complete an interest form on the [VHQC website](http://bit.ly/10i4eZZ) (<http://bit.ly/10i4eZZ>), contact Amy Lenz at [alenz@vhqc.org](mailto:alenz@vhqc.org), or call VHQC in Maryland at 301.744.8472 or Virginia at 804.289.5320.








# Blue Bag Initiative

## Blue Bag Check Up Participant Evaluation

Date: \_\_\_\_\_  
Participant #: \_\_\_\_\_  
Event Site: \_\_\_\_\_

Thank you for participating in today's Blue Bag Check Up. Your opinion is important to us. Please, take a minute to fill out the evaluation. This will help us improve other events like this in the future and help us learn if today's program was helpful to you.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
					
1. Was the Blue Bag Check Up helpful to you?					
2. Was the information clear?					
3. Did you learn anything from today's session?					
4. Will you change the way you take your medications from today's check-up?					
5. When you completed the Blue Bag Check Up, did you clearly understand the purpose for taking all of your medications?					



## "Bring It With You" Blue Bag Check List

Pharmacist: \_\_\_\_\_  
Phone: \_\_\_\_\_

### 1. You identified:

- ✓ Your medications
- ✓ Why you need to take them
- ✓ How to take them

### 2. The Pharmacist discussed:

- ✓ Importance of taking the medications correctly
- ✓ Not sharing your medications with others
- ✓ Monitoring the effects of your medication and potential side effects
- ✓ All expired medications you should NOT be taking were separated into another bag

### 3. Before you leave:

- ✓ Ask plenty of questions
- ✓ Understand what you were told
- ✓ Repeat the information back to the pharmacist

### 4. Next Steps:

- ✓ Take the evaluation for follow-up with your doctor or primary care provider
- ✓ Return periodically so that your medication can be reviewed again

For more information, visit [vhqc.org](http://vhqc.org)



## KEEP IT IN THE BLUE BAG



Always Keep your medications/lists in your blue bag and take it to EVERY appointment. This will make it easier for the...

- Doctor or primary care physician to review and update your medical record
- Pharmacy/Pharmacist to check medications in your profile for duplications, side effects or drug interactions
- Hospital to document your medication list accurately

For more information, visit [vhqc.org](http://vhqc.org)



Leading the way to better healthcare

# Key Insights

- a. It takes time and dedication but well worth every moment!
- b. Create awareness of the Council and its purpose
- c. Allocate resources
- d. Be flexible and recognize you don't need to have all the answers
- e. Recruit the right Advisors



# What a PFAC Is NOT...

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**A support group!**



**A grievance session!**



# Assessing Effectiveness – PFAC Meetings

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## Informal –

- ✓ Agenda was appropriate
- ✓ Stayed on agenda
- ✓ Everyone participated
- ✓ Members felt listened to
- ✓ Council got things done

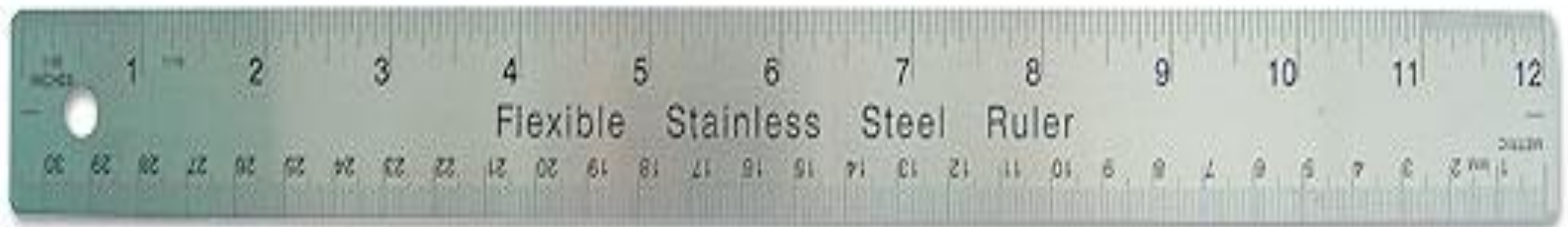


# Assessing Effectiveness – PFAC Meetings

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## More Formal –

- ✓ Meeting evaluation form (when appropriate)
- ✓ Evaluation of presentation to the council (each time)
- ✓ Advisor self-assessment of participation (yearly)
- ✓ Advisor reflection of PFAC experience (yearly)

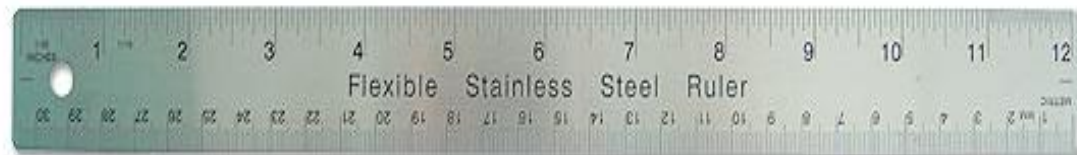


# Tracking Progress – PFAC Accomplishments

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## Consider tracking:

- ✓ Number of advisors and number of staff on PFAC
- ✓ Number of meetings, hours served (including efforts beyond council meetings)
- ✓ Number of staff and/or departments that partnered with PFAC
- ✓ Issues identified by patient and family PFAC members – how addressed
- ✓ Projects completed with results/accomplishments
- ✓ Community involvement



# Keys to Success

- ▼ Leadership
- ▼ Modest Resources – Parking Vouchers, A Lovely Meal
- ▼ Start Small but... **Begin**
- ▼ Communicate Plan
- ▼ Model Partnership in Meetings
- ▼ Create Momentum
  - Aim for a combination of low-hanging fruit and more complex projects
- ▼ Share Progress
- ▼ Celebrate Successes!



# Q&A



# Office Hours/Discussion

