

# Simple Strategies for Establishing a PFAC

## Think About It!

The strategic goal of working with patients and families as advisors is to bring the perspective of patients and caregivers directly into the planning, delivery, and evaluation of care.

Including patients in committees or establishing an advisory council can contribute to a positive patient and family experience and, when engaged, can improve safety and quality. However, before taking that step, assess leadership and organization's readiness to having a patient and family advisory council.

## Take Action!

- Take a [Hospital Self-Assessment Inventory](#) to strategize on patient and family centered care approach.
- Use the [Leadership Readiness Assessment](#) to guide discussion among leadership to frame up and determine your organization's level of readiness.
- Review the [Beryl Institute Patient Experience Research Report](#). You can find PFAC case studies, pp. 6-8; financial impact, p. 8; and recommendations for action, p. 9.

## Additional Resources:

- [IHI Storyboard: Can PFACs Save Hospitals Money?](#)
- [How Patient and Family Engagement Benefits Your Hospital](#)
- [Medicare Beneficiary Quality Improvement Project](#)
- [CHA Patient Family Advisory Council Toolkit](#)
- [AHRQ Information to Help Hospitals Get Started Toolkit](#)

## Strategy #1 Leadership & Organization Readiness

### Build a Business Case for Patient and Family Engagement (PFE)

- What is the financial Impact? Have other hospitals had a positive experience with patient generated ideas that resulted in financial savings? Share those stories and link them to improved financial or qualitative outcomes.
- Assess and take actions to improve HCAHPS scores and patient experiences of care. Are there opportunities for your hospital to improve with patient experience that can be reflected on Medicare's hospital compare site and can set you apart from other hospitals?
- Discuss and develop PFE strategies that can help improve employee satisfaction and lead to higher levels of retention.
- Display how improved communications and other practices lead to positive effect on patient outcomes.
- Satisfy Joint Commission standards (i.e., PC.04.01.05-Before the hospital discharges or transfers a patient, it informs and educates the patient about his or her follow up care, treatment, and services).
- Improve Medicare Beneficiary Quality Improvement Project (MBQIP) data submitted by Critically Access Hospitals (CAHs) with the four core domains.
  - Patient Safety
  - Patient Engagement
  - Care Transitions
  - Outpatient Measures

### Assess Leadership and Organization Readiness

- How well is your hospital, department, or clinical area applying the concepts of patient and family centered care?
- How knowledgeable are leaders of the organization, governing board, administration, and clinical staff leadership about patient and family centered care?
- Are clinicians and staff encouraged and supported in the practice of patient and family centered care?
- Does your organization integrate patient and family centered concepts and strategies in the agenda for quality and safety?

### Benefits to Consider in Assessing Readiness

- Efficient planning to ensure that services meet consumer needs and priorities
- Promoting effective partnerships between patient's families and clinicians
- Transforming culture toward patient-centered care
- Increase patient loyalty