

Simple Strategies for Establishing a PFAC

Think About It!

For the PFAC to be successful, you must first have an effective internal team or workgroup that will be the guiding coalition to executing the creation of the PFAC and include all necessary stakeholders within the hospital. This group will help define the focus and scope of the council and assist with recruiting members, staff, and patients.

Take Action!

- Review the qualities of a staff liaison, p. 8 in [AHROs' Working with Patient and Families as Advisors](#) handbook, and p. 40 on creating an advisory council mission statement.
- Utilize a [Budget Template](#) to map out expenses.
- Use the [Chartering your PFAC: Purpose and Structure](#) template to identify your PFACs purpose and structure.
- Review Step 2 on page 6, Create the PFAC Launch Team in [CHA PFAC Toolkit](#)

Additional Resources:

- [Sample Hospital Charter](#)

Strategy 2: Creating an Internal Team or Workgroup

Identify a Leadership Sponsor

- Sponsors will help motivate and guide the PFAC effort.
- Advocate staff and leadership education about the PFAC
- Assist in recruiting staff, patients, and families for roles in the council
- Attend planning committee meetings
- Attend PFAC meetings
- In Critical Access Hospitals (CAHs) the director of nursing could be the right person to be the leadership sponsor.

Select a PFAC Staff Liaison/Champion

- Liaison/Champion can be staff, physicians or nursing leaders that are well respected within the organization.
- They ensure the initiation and continued success of the PFAC
- In CAHs, the quality director might be the right person for this role.
- Qualities in a liaison or champion include patience, perseverance, flexibility, listening skills, openness to new ideas and ways of working, willingness to learn, and willingness to educate and be educated.

Other Members to Consider for the Internal Team or Workgroup Include Representation From:

- Administration
- Quality department
- Front line staff
- A Patient Representative
- Clinicians
- CAHs can also consider including individuals from the skilled nursing facility if the SNF is attached to your facility.

Topics to Cover During Planning Meetings:

- Establishing a recruitment and marketing plan with the assistance of your communications or marketing department
- Developing mission statement/charter/operating guidelines
 - Creating a mission statement and identifying objectives for the PFAC will help the hospital understand why this is an important initiative.
 - Create a charter for the PFAC to help develop the purpose and structure of the PFAC, including what skills and resources will be needed to ensure success.
- Determine the PFAC structure
 - Is the PFAC going to be informal or formal?
- Determine time commitment
 - How often is the PFAC going to meet? What level of effort would be expected from advisors every month?
- Outline goals and activities using SMART (**S**pecific, **M**asurable, **A**ttainable, **R**elevant, and **T**ime-bound) goals as a framework.
- Budget constraints
 - Determine expenses involved in coordinating and managing the council.