

# Simple Strategies for Establishing a PFAC

## Think About It!

The onboarding process is an opportunity to orient your PFAC advisors to the hospitals' policies, goals and mission of the PFAC. It further allows advisors to meet each other and understand their roles and responsibilities. Orientation additionally sets the foundation and trajectory of a successful council working to meet the goals and mission set.

## Take Action!

- Review [AHRQ's orientation manual template](#) and update to fit your hospital's needs.
- Utilize the [Confidentiality Statement](#) template to use with advisors.
- Review a sample [Patient & Family Advisory Charter](#) to get you started on your own charter.

## Additional Resources:

- [AHRQ's Working with Patients & Families as Advisors Implementation Handbook](#)
- [Chartering your PFAC: Purpose and Structure](#)
- [AMA Forming a PFAC Resources](#)
- [CHA PFAC-Toolkit](#)

## Strategy 4: Orient Patient and Family Advisory Council (PFAC) Advisors

### Plan and Schedule Orientation Meeting

- Staff liaison should meet with new advisors, either individually or as a group to orient and provide any type of training necessary (e.g., compliance training). Here are a few things to consider in preparation for and what to cover in this meeting:
  - Create an orientation packet to include information on hospital quality and safety, patient and family engagement strategy, and patient and family-centered care principles. Consider also including a [tip sheet on how to be an effective advisor](#).
  - Invite the CEO or senior leadership to meet and welcome the council and express the importance of the PFAC's feedback to the organization's success in providing patient and family-centered care.
  - Provide an overview of the organizational structure and where advisors are situated in the system, and how they can help improve hospital quality and safety.
- Review the responsibilities and expectations of advisors. For instance, the organization can agree and ensure advisors get the training and resources needed. Conversely, as an advisor, they can promise to be prepared for meetings as required by reviewing materials, reading reports, or completing tasks before a meeting. (See more examples of responsibilities and expectations in [AHRQ's orientation manual template](#)).
- Discuss and review the PFAC [action plan](#) and explain how it will help guide and assess success or necessary changes needed.
- Discuss how the staff liaison or champion would provide support to the PFAC.
- Review hospital safety, quality policies, and PFAC charter.

### Confidentiality Waivers and Other Important Documents or Topics

- Advisors may have access to health information, and it is important that they understand that it cannot be shared outside the hospital or health care facility. Along with other items reviewed in the meeting, ensure the following is done:
  - Advisors sign a confidentiality agreement or waiver. They should adhere to the same policies as employees in keeping the hospital's information confidential and not shared in any written, verbal or email communications with others unless expressly permitted.
  - If applicable, training on Health Insurance Portability and Accountability Act (HIPAA) guidelines.
- Review any consent forms needed from advisors sharing their stories.
- Review any vaccination compliance, if applicable.