

PFAC Implementation Team Action Planning Worksheet 2



PATIENT AND FAMILY
ADVISORY COUNCIL

EQIC developed this checklist of practice recommendations to provide process improvement strategies for consideration as hospitals work to implement a patient and family advisory council.

PRACTICE RECOMMENDATIONS	IMPLEMENTATION STATUS			ACTION PLAN/ NEXT STEPS List specific activities your team will accomplish to fully implement each practice recommendation. Include a detailed plan (what, who, how and starting when) in your notes.
	FULLY	PARTIALLY	NONE	
I. DESIGN AN EFFECTIVE ONBOARDING PROCESS				
Design an onboarding program based on hospital policy that may include background checks, health assessments, identification badges and time and activity records or follow the Patient and Family Advisors Orientation program .				
• Orientation elements should include:				
» hospital tour;				
» confidentiality;				
» hospital vision, mission and values;				
» overview of units, services, strategic initiatives and quality and safety goals;				
» Patient and family advisor roles and responsibilities;				
» amenities such as transportation, parking, child care, stipends or reimbursements; and				
» key contact information.				
II. COORDINATE PFA ACTIVITIES				
Invite PFAs to share their experiences and perspectives during hospital committee meetings and staff orientations.				

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II. COORDINATE PFA ACTIVITIES				
Activities may include:				
» Developing and/or revising materials such as patient and family handbooks, informational videos, patient education materials or care instructions.				
» Serving on a taskforce and/or workgroup related to facility design, the registration process, patient safety and other quality improvement initiatives.				
III. ACHIEVE PFAC SUSTAINABILITY				
Communicate the value of PFACs throughout the organization or health system. Celebrate and share success stories via the hospital website, educational television channel, community newsletters, annual reports and community assessments.				
Share feedback with PFAs about the status of projects and the effectiveness of PFAC input.				
Measure and track accomplishments, and document and display data when available.				
Perform formative and summative evaluation of PFAC meetings and projects, incorporating recommendations into future work.				
III. ONGOING COMMUNICATION				
When possible, communicate with PFAs using their preferred method of communication throughout all stages of your project, such as beginning of the project, prior to meetings, after meetings, etc.				
Ask questions to help reinforce PFAs' understandings of your organization's commitment to meaningful partnership. Ensure PFE partners are having the best possible experience and provide opportunities for continued organizational growth and improvement in PFE.				
Invite PFAs to board meetings and present ongoing or completed project details, lessons learned and feedback.				