



Patient Family Advisory Councils

Convening, leading, standardizing and making efficient the process by which practices engage and support patients and their families in quality improvement.

As the focus on value-based care continues, many primary care and specialty practices are developing Patient Family Advisory Councils (PFACs) as a means to partner with patients and family members to improve the quality of care, services provided, and the overall patient and family experience. Overseeing these councils can be time consuming, particularly for large systems with multiple practice sites.

HCGC is a catalyst, convener and coordinator of healthcare transformation and learning in Greater Columbus and, as such, is well-equipped to help practices implement, facilitate and engage PFACs in a safe and neutral space.

HCGC has experience leading thirty-eight PFACs in Central Ohio, reaching more than 200 patients and working with practice and corporate staff to collect data, collaborate effectively and implement positive changes at individual sites and across the system. This approach, especially for systems with multiple sites, will allow for system-wide aggregation of patient/family feedback and therefore potential practice change in a more meaningful, measurable way.

PRACTICE IMPROVEMENTS AS A DIRECT RESULT OF PFACs:

- Lift seats in restrooms
- New patient education documents
- New patient welcome packets
- Patient experience survey
- Name badges and uniforms for staff
- More user-friendly phone messages
- Standardized policies for responding to patient requests
- Improved communication of services offered by health system

OVERVIEW OF COLLABORATIVE PARTNER RESPONSIBILITIES:

Responsibilities of practice sites:

- Identify practice site point of contact
- Identify practice site interested families
- Provide or help secure space for PFAC meetings
- Plan and implement quality improvement based on PFAC feedback

Responsibilities of HCGC:

- Collect and compile PFAC feedback shared at each meeting and ongoing
- Staff and facilitate PFAC meetings
- Produce agendas for PFAC meetings

WHAT IS A PFAC?

A PFAC is an established council within a health care practice that consists of patients and family members who receive care at that practice along with members of the healthcare team. The council meets regularly to work on procedures, processes, and quality improvement strategies to achieve high-quality, coordinated patient- and family-centered care in the practice.

A SUCCESSFUL PFAC WILL:

- Ensure that patients are directly involved in the practice's transformation team.
- Help practices understand the perspective of patients and caregivers on the organization and delivery of care.
- Use the recommendations to help them improve their care and ensure its continued patient-centeredness.
- Communicate to patients, families, and caregivers about the changes being implemented by the practice.
- Regularly assess the patient care experience and engage patients as partners through surveys and/or other mechanisms.
- Engage patients in shared decision making about risk and benefits of testing and treatments, where guidelines identify the decision as preference-sensitive.

For more information

or to learn how to engage HCGC in coordinating a Patient Family Advisory Council for your practice, please **contact David Brackett** at david@hgcg.org.