

# Patient and Family Advisory Council Compact

## Purpose of the Patient and Family Advisory Council

Ridgecrest Regional Hospital has created a Patient and Family Advisory Council (PFAC) because we recognize that patients and families are a valuable and critical resource. The purpose of our PFAC is to create a venue where staff and patient and family advisors can work in partnership to identify and address challenges in our family practice.

## Advisor roles and responsibilities

- To the extent possible, volunteer to serve a minimum of a one-year term.
- Attend meetings regularly and read materials/agendas prior to meetings.
- Establish meeting ground rules in collaboration with other advisors to ensure effective meetings.
- Maintain confidentiality of any sensitive information/material that may be shared during meetings.
- Feel comfortable to candidly share experiences and perspectives with our practice, both positive thoughts and constructive criticism.
- Assist in planning, implementation and evaluation of quality improvement projects.
- Help our practice establish patient- and family-centered care priorities.
- Help our practice identify and implement strategies to support patients and families, improve their experiences with care, and strengthen communication and collaboration between health care providers and patients and families.
- Be respectful to and supportive of all members of the PFAC.

## Practice roles and responsibilities

- Designate a practice leader(s) who will participate in meetings with patient and family advisors and communicate patient perspectives to practice peers.
- Focus efforts on meaningful, collaborative projects, ensuring that there are regular opportunities for patient and family advisors to engage in the work to assess, redesign and evaluate the practice's processes and procedures.
- Distribute agendas, background material and educational resources on practice-related matters in advance of meetings.
- Designate staff support who the patient and family advisors may contact to ask questions about agenda items and practice-related topics prior to meetings.
- Establish meeting ground rules in collaboration with patient and family advisors to ensure effective meetings.
- Ask patient and family advisors periodically about their experience as advisors. Support them in creating a positive experience.
- Share how patient and family advisors' feedback has been implemented and how/when changes are being made to the practice.
- Be respectful to and supportive of all members of the PFAC.

Example materials provided courtesy of First Street Family Health in Salida, CO.

Source: AMA. *Practice transformation series: forming a Patient and Family Advisory Council*. 2016.