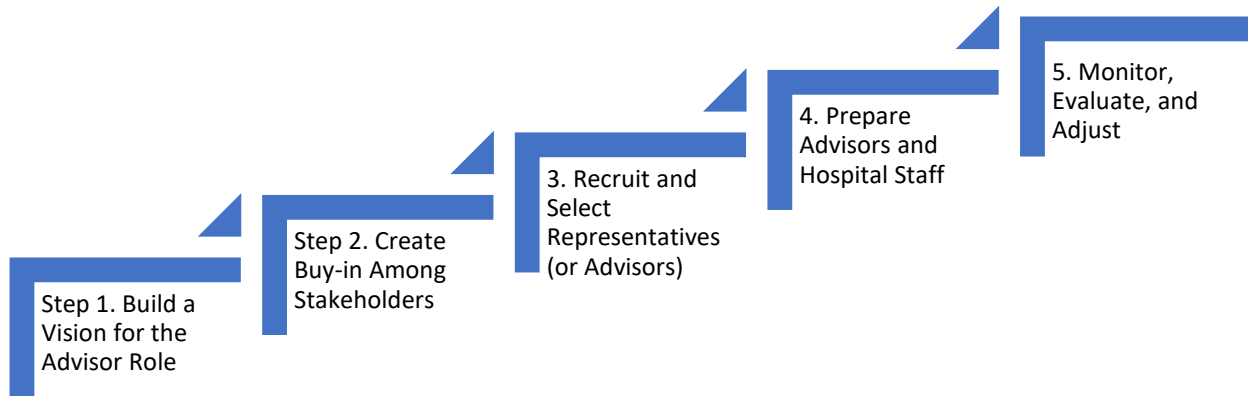


Implementation Process Overview

PFE PRACTICE 5: PERSON AND FAMILY REPRESENTATIVES ON HOSPITAL COMMITTEE*



* Representatives may also be referred to as Patient and Family Advisors (PFAs) or advisors.

The process of adding PFAs or advisors to an existing hospital committee, such as a patient safety or quality improvement (QI) committee, includes five steps:

1. Build a vision for the advisor role

- a. Determine the purpose and goals of adding PFAs to the committee: Why are they needed, how will they enhance the committee's work, and how will they contribute to QI efforts?
- b. Determine the role details and requirements: Length of appointment, qualifications, recruitment and selection process
- c. Produce a concise description of the PFA position(s) .

2. Create buy-in among stakeholders

- a. Educate QI leaders and other hospital leaders on the vision and goals for including a PFA on the committee whose sole purpose is to provide the patient or family perspective
- b. Seek input and feedback from the QI committee chair, members, and other hospital leaders on the process and criteria for selection
- c. Identify and address critical concerns and hesitations
- d. Activate stakeholder support and commitment as needed to move forward

3. Recruit and select PFA(s)

- a. Distribute recruitment materials throughout the hospital and community
- b. Establish a process for collecting and following up on recommendations and referrals
- c. Ensure that the PFAs are representative of the communities served
- d. Select PFA(s)

4. Prepare PFA(s) and hospital staff to partner

- a. Onboard and orient new PFA(s)
- b. Identify and resolve potential logistical barriers and challenges
- c. Prepare committee and hospital to work effectively with PFAs

5. Monitor, evaluate, and adjust as needed

- a. Create and implement feedback outlets for committee members
- b. Establish regular check-ins with PFA(s)
- c. Assess and communicate the impact of including the patient and family perspective on the committee
- d. Address challenges, barriers, and concerns as they emerge

Four Key Factors for Successful Inclusion of PFAs on Hospital Committees

1. The PFA is well-prepared to contribute to the discussion and understands the contribution they can provide.
2. The PFA is included and encouraged to contribute to committee discussions.
3. The PFA is made to feel welcome, respected, and appreciated by the chair and other committee members.
4. The PFA has an opportunity to receive coaching and give feedback about their role and experience.