

The PFACQS[®] Program

Elevating and Sustaining Patient and Family Advisory
Councils for Quality and Safety (PFACQS[®])



www.marylandpatientsafety.org/pfacqs



MedStar Health
Institute for Quality and Safety

The PFACQS® Program

Patient and family advisory councils are a low cost, low tech and vastly underused resource for improving patient safety and quality. Originally conceived as a mechanism to ensure patient-centered care or improve patient satisfaction, evidence now shows that when optimally embedded in improvement work, **Patient and Family Advisory Councils for Quality and Safety (PFACQS®)** accelerate reduction of both harm events and readmissions.

The **Centers for Medicare & Medicaid Services** and national improvement coalitions are now driving patient and family engagement through advisory councils as a strategy to improve outcomes faster, reduce cost, promote transparency and reputation, and reinforce staff joy and meaning in healthcare work.



While many organizations already are invested in patient and family engagement strategies, many are not seeing the impact in treatment outcomes or other measurable results.

To that end, we are pleased to offer the *PFACQS® Program*, designed and shaped by experience to empower your organization's patient and family engagement work with:

- A "change package" of proven strategies and tools,
- On-site training based on lessons learned at MedStar Health, Vizient Inc., and other national safety and quality leaders, and
- Ongoing support post-training

This program is presented in conjunction with the **Center for Engaging Patients as Partners at the MedStar Institute for Quality and Safety** and is available to your organization through the **Maryland Patient Safety Center**.

About the Program

The PFACQS® program consists of two workshops: An *Assessment and Planning* workshop followed by a *Building and Action* workshop. Workshop participants will be oriented to a change package of tools, examples and lessons learned harvested from analysis and site visits in a 2018 nationwide review of best practices and key innovations. Instructors are available to your organization to ensure successful post-workshop implementation and sustainability. Tailored consultation work is also available for organizations that require a deeper-level of engagement than the workshops provide.

Assessment and Planning Workshop

This one-day workshop supports organizational leaders in bringing the PFACQS® to your hospital or system. This workshop focuses on how to assess opportunity and readiness, gain internal buy-in and avoid pitfalls that endanger success. This workshop includes strategies and tools for:

- ✓ Comprehensive assessment of current patient and family engagement activities and opportunities
- ✓ Achieving leadership support and ensuring appropriate oversight of PFACQS activity.
- ✓ Orienting governance and C-Suite to the PFACQS® model
- ✓ Forming a PFACQS® development project team

Building and Action Workshop

The second one-day workshop is designed to train the project team in the implementation and ongoing management of PFACQS®. Workshop leaders provide resources, tools and on-site coaching and mock-interviews of PFACQS®. This workshop covers:

- ✓ How to develop PFACQS® charters and behavior covenants
- ✓ Managing confidentiality and conflict of interest concerns
- ✓ How to recruit, interview & select diverse PFACQS® members
- ✓ How to orient and train PFACQS® members
- ✓ Getting started on your first PFACQS® projects
- ✓ Tools to promote internal marketing
- ✓ Tools to track PFACQS® impact and results

PFACQS® Program Benefits

- Improve quality and safety
- Improve patient outcomes
- Improve operations and financial performance
- Improve CAHPS® Hospital Survey scores
- Patients and family caregivers become actively engaged in your healthcare system

For more information on PFACQS®:

Please email your request to programs@marylandpatientsafety.org

Or visit www.marylandpatientsafety.org/pfacqs