

*Your path to successfully implementing a meaningful patient-healthcare collaboration will be customized to your organization and community.*

*While we can show you the way, our process embraces opportunities for positive deviation.*

*Included in the plan are customizable templates exactly right for the partnerships you implement.*

# The Road to Success

**Success! = Improved Quality, Better Outcomes, Authentic Patient and Family Engagement**

**Step 10: Track Results**

**Step 9: Engage in Safety and Quality**

**Step 8: Orient and Train Council**

**Step 7: Interview and Select**

**Step 6: Invite Applications**

**Step 5: Develop a Charter**

**Step 4: Orient Leaders and Board**

**Step 3: Assess Opportunities**

**Step 2: Form a Project Team**

**Step 1: Get Leadership Support**

Collaboration  
Ahead

**ROAD MAP**



*Begin at Step 1 and follow the road in order.*

*We will help you customize the creation of a Patient and Family Advisory Council for Quality and Safety (PFACQS®) for your unique facility, patient population, demographics, psycho-graphics and locations.*