

Restarting and Energizing PFACs - Easy to Implement How-To Lists

Brought to you by:

Consumers Advancing Patient Safety (CAPS) and Healthcare and Patient Partnership Institute (H2Pi).

Meeting Remotely

1. Make sure attendees have equipment. Assess for IT issues for each attendee.
2. Train attendees how to use the platform. Re-train if platform is changed. Offer a pictorial example of how to use the platform.
 - a. Practice patience and non-judgmental coaching
 - b. May need to repeat training with each meeting / re-send by email the written example
 - c. Education level does not equal technological savvy level
3. Establish guidelines for virtual meeting courtesy:
 - a. Respectful listening means no interrupting, acceptance and non-judgmental body language and verbal language.
 - b. Refrain from eating or chewing gum
 - c. Please share live video feed. This helps with a feeling of presence:
 - i. Try to limit background distractions (avoid a bright light behind you)
 - ii. Try to limit camera movement – have a stable background
 - d. Use headphones if in a noisy location.
 - e. Mute your sound when not speaking.
 - f. Keep comments focused and on-topic. Avoid side discussions, including in the chat.
4. Email the agenda to all members in advance of the meeting.
 - a. Include any pre-work or documents.
 - b. Assess if PFAC members can print documents from home. Consider snail mail for members who lack printing capabilities.
5. Designate a meeting facilitator
 - a. Keep the meeting on-track. Intervene if an attendee strays from the topic.
 - i. For example, “Thanks, for making that point. Let’s note it for later since it’s not part of today’s agenda.”
 - b. Make note of who has spoken. Ask persons who have not yet shared a thought to address a topic.
 - c. Know your group. Ask persons who you know are less likely to share to begin the feedback, i.e., “Name, would you start by sharing your thoughts?”
 - d. Be comfortable with silence. Have a person prepared to comment when called upon.
 - e. Encourage use of any “chat” function your platform may have. Ask persons to elaborate on their chat comments verbally.
6. Designate a note taker and time-keeper separate from the facilitator.
 - a. Could be assigned or rotated among members.
7. Send notes from the meeting by email. Invite further comments and discussion via email.
8. Be sure to communicate often with your PFAC between meetings by email. Respond to emails promptly.
9. For screen sharing, make the document as large as possible on your screen. It will most likely look smaller on other screens.
10. To avoid virtual fatigue, try to not look at your own picture. Rather, move your gaze among the different persons at the meeting. Try to show “gallery” view to give a better “in the room” feeling.

Resources:

Chadwick, Sheryl; Miller, DeeJo; Taff, Kathryn; and Montalbano, Amanda (2020) "TeleBoard: The move to a virtual family advisory board," *Patient Experience Journal*: Vol. 7 : Iss. 2 , Article 17.

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