

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

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

### ***Building and Using an Agenda***

**Armando Nahum, Healthcare and Patient Partnership Institute (H2Pi), Atlanta, Georgia**

**PFACQS® LAUNCH MEETING - Meeting Objectives: (anahum@h2pi.org)**

1. Welcome PFACQS members by organizational leadership
2. Orient PFACQS members to organizational mission, vision & priorities
3. Get to know PFACQS members
4. Thank the Project Team for a job well done
5. Generate enthusiasm
6. Sample Agenda
7. What is a Patient and Family Advisory Council for Quality and Safety? – 10 minutes
8. Purpose
9. Covenants
10. Personal Commitments: *What can I do to help the PFACQS succeed?* – 10 minutes
11. Thank you! – 5 minutes
12. Next steps / group photo – 5 minutes

**Chrissie Blackburn, MHA, Principal Advisor, Patient and Family Engagement**

**University Hospitals Health System, Cleveland, Ohio (Chrissie.Blackburn@UHHospitals.org)**

1. Between meetings, staff liaison and. PFAC Co-leaders meet to set agenda
2. Prioritize items for in-person discussion and items that may be reviewed by e-mail
3. Use the form used by your organization (formats may differ / elements remain the same)
4. Plan on majority of facilitation coming from patient or caregiver co-chair
5. Set time limits for discussion of each element on the agenda (set timer if necessary)

#### **Agenda Elements**

1. Introductions – especially guests (after first meeting, do not need to reintroduce)
2. Minutes or Notes – review and approve
3. Follow-up on prior meetings (report on progress)
4. Guest presentation – engage in input and feedback
5. Other topics / presentations
6. Follow-up to on-going initiatives
7. Save time for additional thoughts

#### **Other Considerations**

1. Some PFACs like to include one or more of the following:
  - a. An opening reflection or motivational thought
  - b. Time for members to report on their personal experiences with healthcare
  - c. An end of meeting review
2. Agenda should be emailed to members prior to the meeting for their review
3. Minutes (or notes) should be emailed to members for review prior to the meeting

**Next Meeting in this series: Meeting Facilitation, November 9, 2021 at 4pm Eastern**

**Register here: <https://us02web.zoom.us/meeting/register/tZwpd-CgqDwuG9RbVs6JbheoOtNKHvDqhDNe>**