



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

Recruiting Internal Partners for Your PFAC

with **Marci Romero**, BSN, RN – Manager, Patient + Family Advisory Committee, UNMH,
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and **Lisa Morrise**, Executive Director, Consumers Advancing PatientSafety.org

- A. Recruitment - The process of adding new individuals to a population or subpopulation
- B. Internal Partners – persons who receive compensation for work performed at your facility
 - a. Represent stakeholders at all levels, including:
 - i. Providers
 - ii. Front line staff and their managers
 - iii. Leaders / administrators
 - iv. Across service lines and departments
- C. WHY Internal Partners
 - a. Build relationships with Patient and Family Advisors
 - b. Offer insights into their policy and practice
 - c. Offer collaboration in developing safe, timely, effective, equitable and patient-centered care
- D. Levels of Internal Partner Participation
 - a. Regular Member with a term of service (outlined in by-laws)
 - i. Expect to attend meetings
 - ii. May offer a substitute if in by-laws
 - iii. Spirit of Volunteerism – but meeting should be “on the clock”
 - iv. Consider hospitalists, c-suite members, nurse managers, environmental services, food services, respiratory therapy, physical therapy, allied therapies, security, parking – etc.
 - Ad Hoc Membership
 - v. Meet on a short-term basis with the PFAC to work on a specific project or committee
 - vi. Included in all communications re: agenda and notes
 - vii. Also complete on-boarding training
- E. Considerations –
 - a. Who – Flexible / must be able to collaborate / must commit to time
 - b. What – Diversity in service lines and departments
 - c. Include patients and families in selection / training and on-boarding of Internal Advisors
 - d. Interview all potential PFAC member candidates

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Save the Date! Next Re-energizing PFACs Event!

Diversity and Inclusion on your PFAC

Registration link:

You are invited to a Zoom meeting.

When: March 15, 2022 02:00 PM Mountain Time (US and Canada)

Register in advance for this meeting:

<https://us02web.zoom.us/meeting/register/tZEqde-gqD4rHtHIQYO6gXGau-P-Gqg6Akgd>

After registering, you will receive a confirmation email containing information about joining the meeting.