

New Patient + Family Advisory Council (PFAC) Tracks

Speaker

Pat Merryweather-Arges, Executive Director, Project Patient Care, Chicago, IL

Pat Merryweather-Arges serves as the executive director of project patient care bringing the voice of patients, residents, families and caregivers to policy and performance improvement initiatives. She has served as an executive director of a three-state QIO and senior vice president with the Illinois Hospital Association. Merryweather-Arges serves on the IHC Board of Directors and state, national and international healthcare, quality and safety boards and committees. She also is a child life volunteer at a children's hospital for the past 28 years.



Value of PFACs to Hospital Staff, Patients + Families

October 21
1:00 - 2:00 PM (CDT)

Overview

Review and restart the strategic and governance framework for PFAC staff.

Objectives

- + Describe the value PFACs have in improving the patient experience
- + Identify the characteristics of PFACs that are having a positive effect on quality, safety, and the patient experience
- + The important role of PFACs in healthcare and why your hospital should have a PFAC
- + Give examples of successful PFACs and discuss need for alternative technology if not able to meet in person

Register

https://us06web.zoom.us/webinar/register/WN_toXcr_nVTIabwXJyJUdzJA (Link)

Setting the Stage for a New PFAC

November 4
1:00 - 2:00 PM (CDT)

Overview

Develop the strategic and governance framework for a new PFAC.

Objectives

- + Describe the key components that each hospital should internally discuss and address for a PFAC
- + Review the PFAC Foundation checklist of key components that should be addressed by different administrative and clinical areas
- + Develop guidelines for the PFAC to ensure PFAC members are representative of the community that integrate diversity, equity, and inclusiveness
- + Propose a plan of action and timeline to hospital for addressing all key components of a PFAC Charter

Register

https://us06web.zoom.us/webinar/register/WN_VSMac0SF54Se9bqLds0vGA (Link)

Engaging PFAC Members

December 16

1:00 - 2:00 PM (CST)

Overview

Explore strategies for engaging PFAC members continuously throughout their term.

Objectives

- + Explain the importance of each meeting in terms of providing information and soliciting input and solutions
- + Review the key guidelines including the importance and appreciation of everyone's voice reflective of the diversity of the community
- + Identify key areas of input needed by PFAC and plan meetings

Register

<https://us06web.zoom.us/j/89571534845?pwd=MktoeVFnOXIzSFVhZ2t2MVU3cmViQT09> (Link)

Upcoming PFAC Podcasts



Best approaches for PFAC recruitment + interviewing

November 18

Objectives

- + Explain the importance of each meeting in terms of providing information and soliciting input and solutions
- + Review the key guidelines including the importance and appreciation of everyone's voice reflective of the diversity of the community
- + Propose taking the PFAC members on a tour of the hospital along with explanation of units; may need to rotate tours to avoid any unit disruption
- + Identify key areas of input needed by PFAC and plan meetings

Tune In

<https://www.ihconline.org/icompass/dashboard/post-list?category=hospital#page=0&subcategoryid=6837a60c-53e6-40f1-ba1f-24c3865013e8&posttype=resource> (Link)

Review of Accomplishments January 2022

Objectives

- + Describe and review success stories on recruitment and valuable meetings
- + Schedule and develop connections with PFAC members and staff

Tune In

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