

Restart Patient + Family Advisory Council (PFAC) Tracks

Reviewing and restarting the strategic and governance framework for staff and PFAC members.

Speaker

Pat Merryweather-Arges, Executive Director, Project Patient Care

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.



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Value of PFACs to Hospital Staff, Patients + Families

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

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.
- + Outline 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/join/register/WN_toXcr_nVTlabwXJyjUdzjA (Link)

Restart of PFACs with New Staff + PFAC Members

November 9
1:00 - 2:00 PM (CST)

Objectives

- + Review value and key components, including charter, of a PFAC
- + Determine what comes first in terms of action - recruitment or re-educating staff
- + Review membership recruitment plans to ensure representation on PFAC reflects the community and is diverse, inclusive, and equitable.
- + Develop and implement plan of action for re-start

Register

https://us06web.zoom.us/join/register/WN_9E8WxgJgRkay7_1Zh9kBQ (Link)



Restart of PFACs with Current Members

Coming November 9

Tune In

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

Objectives

- + Assess current status on project time line compared to where one wanted to be at this time
- + Review the experience of PFAC members to determine gaps
- + Generate a plan to address key areas and top priorities