A key element to providing Patient Family Centered Care is access to the thoughts, ideas and recommendations from our customers: our community members, patients and families, and staff coming to us for health care services. The poster will describe the structures, processes and outcomes of an interprofessional approach to council design, recruitment, engagement and sustainment of the MPHS Patient Family Advisory Council (PFAC). A key goal of the work of the Council is to improve the overall patient experience at MPHS. Their thoughtful guidance is a valuable commodity contributing to multiple initiatives and projects.

### Success Factors

**Strong leadership, commitment and visibility**
- Committed steering team
- Review of PFAC literature, Best Practices nationally and regionally; lots of phone calls to other successful councils across the US
- Agreement and commitment to the purpose and role of the council within the organization
- Engagement of key frontline staff
- Thoughtful selection of first council membership

**Create a draft charter**: important to define the who, what, why, where, when and how of the proposed council
- Communication within the organization
- Shape the scope and role of the members
- Defined the qualities and characteristics sought for council members
- State purpose of council
- Council membership composition and leadership

### Getting Started

#### Topics come to PFAC from a variety of sources

<table>
<thead>
<tr>
<th>Dept need/request</th>
<th>Patient family experience</th>
<th>Staff request for assistance</th>
</tr>
</thead>
<tbody>
<tr>
<td>PowerPoint</td>
<td>Resources</td>
<td>Discussion/ Clarification</td>
</tr>
</tbody>
</table>

#### Recommendations

- Taken back to dept for review and action
- Action Plan and outcome
- Logged for future activity

### Preparation of Council Members and Getting Started

#### Decision point! How to prepare council members to work together AND within a hospital environment?

**Used the Volunteer Orientation**
- Already in place - would cut down the on-boarding
- Established an organizational and sequential on-boarding process to occur
- First meeting used to round out orientation - operational focus

#### Meeting Structure and Toolkit

- Timed Agenda
- Agenda template/format: Studer Pillars imbedded
- Described projects to be co-chaired and sent prior to meeting
- Shared leadership of meeting
- Start on time/ end on time
- Agreed to ground rules/ roles of engagement

### Work of the Council

#### Outcomes

<table>
<thead>
<tr>
<th>Topic</th>
<th>2011</th>
<th>2012</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Mean Scores (PG)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communication (HCAHPS)</td>
<td>88.7</td>
<td>88.4</td>
</tr>
<tr>
<td>Physical Environment (PG)</td>
<td>88.1</td>
<td>88.4</td>
</tr>
<tr>
<td>Emotional Well-Being (PG)</td>
<td>88.5</td>
<td>88.4</td>
</tr>
<tr>
<td>Communication (HCAHPS)</td>
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<tr>
<td>Physical Environment (PG)</td>
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<tr>
<td>Emotional Well-Being (PG)</td>
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<td>91.0</td>
</tr>
</tbody>
</table>

**Engagement and Sustainment of a Patient Family Advisory Council**

Joanne Ashford, MN, BA, RN; Irene Zbiczak, MHSL, BSN; Elizabeth Weber
Mills-Peninsula Health Services, Burlingame, California

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On May 21, 2011, the doors to the new Mills-Peninsula Medical Center opened. In its first year of operations – caring for people 24 hours a day, every day – an award-winning team of doctors, nurses and staff has tallied a number of accomplishments:

- 1,956 babies born
- 44,736 emergencies answered
- 16,787 rehabilitation treatments given
- 1,358 lab tests performed
- 10,532 surgeries
- 314,738 outpatient services

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**Guidance to councils on patient care**

- Moving into a new hospital and clinic building - sense of urgency
- Room for improvement in our Patient Satisfaction Scores
- Questions coming to the Chief of Staff about a variety of initiatives and projects.
- “Missing the Mark” in key communications with our customer base
- Desire on the part of the hospital to partner in a relationship with our community for our future
- “It just made sense”