

# Patient Advisory Council– From Implementation to Sustainability

Guidance for staff to recruit, train, and engage patients to serve as patient advisors on a patient advisory council.

# What is a Patient Advisory Council?

- ▶ A group of patients and caregivers who will have direct input and influence on the policies, programs, and practices that affect the care and services patients receive at your facility.
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# Why Create a Patient Advisory Council?

- ▶ The patient and their caregivers are at the center of the care and services at your facility. Involvement of Patient Advisors will enhance communication and improve patient satisfaction, quality of care, and safety in a collaborative effort.
  - ▶ A Patient Advisory Council helps to strengthen community relations.
  - ▶ A Patient Advisory Council helps to provide feedback to clinics regarding patient needs and priorities.
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# Recruitment–

- ▶ Recruitment should be ongoing to account for attrition.
  - ▶ Attempt to maintain a council that is comprised of both old and new patients.
  - ▶ Encourage diverse council membership
  - ▶ Strive for an advisory council that is representative of your patients and families served by your clinic.
  - ▶ Request input from your staff and physicians for recommendations of patients that might serve on your Patient Advisory Council.
  - ▶ Recruit from your current volunteer group if you have one.
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# Qualities of a Patient Advisor–

- ▶ The ability to listen and hear different opinions.
  - ▶ Someone who can work well in collaboration with others.
  - ▶ Someone who listens well.
  - ▶ Someone who is willing to share opinions about his/her patient experience.
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# Roles and Responsibilities–

- ▶ The Patient Advisor offers input into patient care and organization processes, and advocates Patient and Caregiver needs from a broad perspective.
  - ▶ Provide input and help improve the patient experience.
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# Patient Advisory Council Organization–

- ▶ Designate an employee to be a liaison/sponsor to the Patient Advisory Council.
  - ▶ Maintain a structured environment.
  - ▶ Adopt a purpose/Mission statement.
  - ▶ Establish Patient Advisory Council By-laws.
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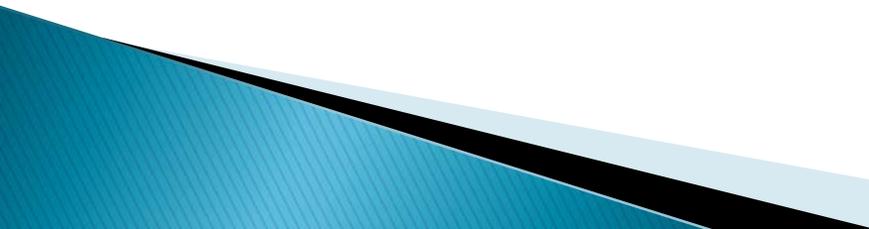
# Patient Advisory Council Meetings–

- ▶ Establish a set agenda that you share with the members at least one week in advance to allow them ample time to be prepared for the meeting.
  - ▶ Limit meetings to 1–2 hours in length, and utilize an onsite location for easy patient access.
  - ▶ Periodically survey your Patient Advisory Council members to obtain feedback about your meetings.
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# Guests and Presenters at PAC Meetings–

- ▶ Plan to have guests and speakers attend your Patient Advisory Council meetings.
  - ▶ Guests and speaker attendance encourages partnering with patients and working in a collaborative effort on new and ongoing projects.
  - ▶ Prepare your speakers for what they can expect from your Patient Advisory Council group.
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# Tracking Quality Improvement–

- ▶ Identify key areas of needed improvement for your clinic, and solicit feedback/input from your Patient Advisory Council.
  - ▶ Keep track of any Patient Advisory Council contributions to your clinics' improvement projects.
  - ▶ Share any progress made on Quality Improvement projects with the Patient Advisory Council members at your monthly meetings.
  - ▶ Annually review and share the Improvement Projects that the Patient Advisory Council have been involved with; and the outcome of the projects.
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# Patient Advisor Appreciation–

- ▶ After all Patient Advisory Council meetings thank the Patient Advisors for their attendance and engagement.
  - ▶ Plan for an annual Patient Advisory Council Appreciation luncheon.
  - ▶ Recognize outstanding membership among the council.
  - ▶ Provide the Patient Advisory Council members with a means to evaluate their participation, and to share any ideas for improvements going forward.
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