

# The PFACQS<sup>®</sup> Program

Elevating and Sustaining Patient and Family Advisory  
Councils for Quality and Safety (PFACQS<sup>®</sup>)



[www.marylandpatientsafety.org/pfacqs](http://www.marylandpatientsafety.org/pfacqs)



MedStar Health  
*Institute for Quality and Safety*

# The PFACQS® Program

Patient and family advisory councils are a low cost, low tech and vastly underused resource for improving patient safety and quality. Originally conceived as a mechanism to ensure patient-centered care or improve patient satisfaction, evidence now shows that when optimally embedded in improvement work, **Patient and Family Advisory Councils for Quality and Safety (PFACQS®)** accelerate reduction of both harm events and readmissions.

The **Centers for Medicare & Medicaid Services** and national improvement coalitions are now driving patient and family engagement through advisory councils as a strategy to improve outcomes faster, reduce cost, promote transparency and reputation, and reinforce staff joy and meaning in healthcare work.



**While many organizations already are invested in patient and family engagement strategies, many are not seeing the impact in treatment outcomes or other measurable results.**

To that end, we are pleased to offer the *PFACQS® Program*, designed and shaped by experience to empower your organization's patient and family engagement work with:

- A "change package" of proven strategies and tools,
- On-site training based on lessons learned at MedStar Health, Vizient Inc., and other national safety and quality leaders, and
- Ongoing support post-training

This program is presented in conjunction with the **Center for Engaging Patients as Partners at the MedStar Institute for Quality and Safety** and is available to your organization through the **Maryland Patient Safety Center**.

## About the Program

The PFACQS® program consists of two workshops: An *Assessment and Planning* workshop followed by a *Building and Action* workshop. Workshop participants will be oriented to a change package of tools, examples and lessons learned harvested from analysis and site visits in a 2018 nationwide review of best practices and key innovations. Instructors are available to your organization to ensure successful post-workshop implementation and sustainability. Tailored consultation work is also available for organizations that require a deeper-level of engagement than the workshops provide.

## Assessment and Planning Workshop

This one-day workshop supports organizational leaders in bringing the PFACQS® to your hospital or system. This workshop focuses on how to assess opportunity and readiness, gain internal buy-in and avoid pitfalls that endanger success. This workshop includes strategies and tools for:

- ✓ Comprehensive assessment of current patient and family engagement activities and opportunities
- ✓ Achieving leadership support and ensuring appropriate oversight of PFACQS activity.
- ✓ Orienting governance and C-Suite to the PFACQS® model
- ✓ Forming a PFACQS® development project team

## Building and Action Workshop

The second one-day workshop is designed to train the project team in the implementation and ongoing management of PFACQS®. Workshop leaders provide resources, tools and on-site coaching and mock-interviews of PFACQS®. This workshop covers:

- ✓ How to develop PFACQS® charters and behavior covenants
- ✓ Managing confidentiality and conflict of interest concerns
- ✓ How to recruit, interview & select diverse PFACQS® members
- ✓ How to orient and train PFACQS® members
- ✓ Getting started on your first PFACQS® projects
- ✓ Tools to promote internal marketing
- ✓ Tools to track PFACQS® impact and results

## PFACQS® Program Benefits

- Improve quality and safety
- Improve patient outcomes
- Improve operations and financial performance
- Improve CAHPS® Hospital Survey scores
- Patients and family caregivers become actively engaged in your healthcare system

*For more information on PFACQS®:*

*Please email your request to [programs@marylandpatientsafety.org](mailto:programs@marylandpatientsafety.org)*

*Or visit [www.marylandpatientsafety.org/pfacqs](http://www.marylandpatientsafety.org/pfacqs)*