





Patient and Family Advisory Councils (PFAC) Learning and Action Summary

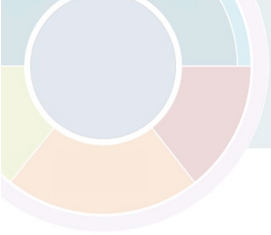
This learning and action summary pulls together resources¹, videos², and guidance shared during various learning events and organizes content, so that you can easily reference materials as you establish PFACs in your practice. This guide provides content and resources that complement suggested implementation approaches provided in the [CPC+ Implementation Guide](#).

Understand the Elements of a PFAC

Action	Resource
<p>Understand the benefits of PFACs and how they drive collaborative care.</p>	<ul style="list-style-type: none"> • Watch What Are the Benefits of PFACs? from the Patient and Caregiver Engagement webinar, which was held on March 16, 2017.  • Watch Care Delivery Orientation Series: Patient and Caregiver Engagement. 
<p>Review the foundational elements of a PFAC.</p> <ul style="list-style-type: none"> • Engage patients, families, and caregivers to support practice improvement efforts. • Define roles and responsibilities of PFAC members and the care team. • Improve patient safety, quality, and care delivery. 	<ul style="list-style-type: none"> • Review PFACs in the Key Concepts section of the CPC+ Implementation Guide. • Review Function 4: Patient and Caregiver Engagement in the Care Delivery Resource. • Watch the CPC+ Orientation Care Delivery Requirements video, which depicts the changes in care delivery requirements from 2018 to 2019, most of which remain current today. This video can provide practice staff, especially new hires, a basic orientation to the CPC+ Care Delivery Requirements.  • Review the National Partnership for Women & Families' Key Steps for Creating Patient and Family Advisory Councils in CPC Practices.

¹ Some of the resources listed in this summary report, including tools shared by other practices, reside on [CPC+ Connect](#). To directly access these links, log in to your CPC+ Connect account first. If you are not logged in to your CPC+ Connect account and select one of these links, you will be directed to the website login page. Log in to the website, then return to this document and select the link again to open a new window.

²  This icon denotes a live video clip and provides alternative text describing video clip contents. Hover over this icon with your cursor to view video descriptions.



Begin Establishing Your PFAC

Action	Resource
<p>Develop a plan to launch PFACs in your practice.</p> <ul style="list-style-type: none"> Develop a plan for starting your PFAC. Define the purpose, vision, and goals of your PFAC. 	<ul style="list-style-type: none"> Establish Goals for Your PFAC. Review tools shared by practices on CPC+ Connect: <ul style="list-style-type: none"> Edgewater Family Health PFAC Pre-Planning
<p>Communicate with and recruit patients, families, and caregivers.</p> <ul style="list-style-type: none"> Identify key characteristics of successful patient advisors. Define roles and responsibilities of PFAC members and the care team. Recruit patients, families, and caregivers. Assess PFAC membership to ensure it is representative of your patient population. 	<ul style="list-style-type: none"> Recruit patients, families, and caregivers: <ul style="list-style-type: none"> Prepare for Your First PFAC Meeting by Creating an Action Plan and Recruiting PFAC Members Structure your PFAC and assign responsibilities: <ul style="list-style-type: none"> Orient Patient Advisors to Their PFAC Role Patient and Provider Roles and Responsibilities in PFACs Read CPC+ Spotlight 4: Getting Started and Recruiting Patients For A PFAC.

Launch Recurring PFAC Meetings and Activities

Action	Resource
<p>Engage patient advisors, convene PFAC meetings, and implement practice changes.</p> <ul style="list-style-type: none"> Develop agendas for your PFAC meetings. Establish the frequency and time commitment for your PFAC meetings. Establish PFAC ground rules. Incorporate PFAC feedback into practice changes. Communicate the outcomes of practice changes to your patient population. 	<ul style="list-style-type: none"> Regularly convene PFAC meetings: <ul style="list-style-type: none"> Determine the Frequency and Time Commitment for PFAC Meetings Establishing Ground Rules for Your PFAC Considerations to Keep in Mind for Your First PFAC Meeting Read CPC Classic Spotlight 51: Developing a Highly Effective PFAC Over Time to learn about how Batesville Family Practice Clinic revised their recruitment efforts, cultivated a structured environment for PFAC meetings, and boosted participation. Review tools shared by practices on CPC+ Connect: <ul style="list-style-type: none"> Engaging Patients in Improving Ambulatory Care PFAC Recruitment Letter PFAC Welcome Letter PFAC Confidentiality Agreement Template Remote PFACs

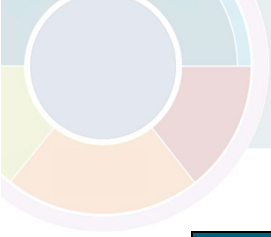
Network with Practices Like Yours

Action	Resource
<p>Collaborate with other practices planning for and implementing PFACs.</p> <ul style="list-style-type: none"> Post questions and share resources on CPC+ Connect. Join discussions in affinity groups with practices around the country that share your same health IT vendor to find information on how to optimize application of your EHR. 	<ul style="list-style-type: none"> Join in on the conversation and share best practices and resources on CPC+ Connect: <ul style="list-style-type: none"> CPC+ Connect Explore the frequently asked questions (FAQs), called “Articles,” available on CPC+ Connect. <ul style="list-style-type: none"> Search for FAQs using the CPC+ Connect universal search bar or scan the Articles tabs in the Topics pages.

Resource Quick Access List

This section of the resource and action guide provides a summary list of resources and links.

Resource Category	Resource Type	Link
<p>National Webinars</p> <p>CPC+ national webinars are one-hour learning events that deliver content on specific CPC+ change concepts. Links to national webinars that relate to PFACs are listed on the right.</p>	<p>2018 Orientation Series Webinar</p>	<p>Care Delivery Orientation Series: Patient and Caregiver Engagement ⓘ</p>
<p>Learning Products</p> <p>CPC+ learning products include on-demand videos and podcasts. Links to learning products that relate to PFACs are listed on the right.</p>	<p>Learning Products</p>	<p>CPC+ Orientation Care Delivery Requirements Video ⓘ</p>
<p>Practices in Action (PIA) Webinars</p> <p>PIA webinars are weekly 30-minute learning events that deliver content on specific CPC+ topics and on small tests of change. Links to each PIA webinar on PFACs are listed on the right.</p>	<p>PIA #18</p>	<p>PIA: Recruiting PFAC Members ⓘ</p>
	<p>PIA #33</p>	<p>PIA: Communicating and Incorporating PFAC Recommendations ⓘ</p>
<p>Action Group (AG) Webinars</p> <p>Action Groups provide a deeper dive into specific CPC+ change concepts and change tactics. Action Groups are three sessions long, span a period of six weeks, and provide an environment for practices to learn, collaborate, and implement small tests of change over time. Links to each session on PFACs are listed on the right.</p>	<p>Action Group 11 (AG011): Basic Patient and Family Advisory Council (PFAC)</p>	<p>AG011 Session 1 ⓘ</p>
<p>Practice Spotlights</p> <p>Practice spotlights highlight the work of CPC+ practices that are doing successful work in a specific change concept. The following spotlights are for PFACs.</p>	<p>CPC+ Spotlights</p>	<p>CPC+ Spotlight 4: Getting Started and Recruiting Patients For A PFAC</p>



Resource Category	Resource Type	Link
<p><i>Resources Shared by CPC+ Practices</i> The following templates, guides, and resources on PFACs were developed by practices and shared on CPC+ Connect.</p>	<p>PFAC Planning and Recruiting</p>	<p>Edgewater Family Health PFAC Pre-Planning PFAC Recruitment Letter PFAC Confidentiality Agreement Template</p>
	<p>Welcome and orient new PFAC members</p>	<p>PFAC Welcome Letter Family Medical Group Northeast Sample PFAC Minutes-Orientation Family Medical Group Northeast PFAC Set-up Action Plan</p>
	<p>PFAC Roles and Responsibilities</p>	<p>Forum Family Medicine Tips For How To Be An Effective Patient Or Family Advisor Forum Family Medicine Patient Advisory Council - Roles and Responsibilities Oak Street Medical PFAC Job Descriptions</p>
	<p>PFAC Meetings, Resources, and Implementation</p>	<p>Engaging Patients in Improving Ambulatory Care PFAC Confidentiality Agreement Template Remote PFACs</p>