

# The Gateways Learning Collaborative Frequently Asked Questions (FAQ)

## What is the Gateways Learning Collaborative?

A six-month program consisting of 5 virtual learning sessions paired with action periods and assignments to be completed in your organizations between sessions that will result in the development of a Patient Family Advisory Council (PFAC) or PFAs to partner with your organization in improvement efforts.

## Who should participate?

Teams of at least 3 members from your organization. At a minimum, teams should include:

- 1) A member from the leadership team of your organization
- 2) A facilitator who will be the point person for the Gateways Program and who will continue to facilitate the PFAC and PFA activities following the Gateways Program
- 3) At least one other person in your organization, such as a task lead, physician champion, or a natural leader with enthusiasm for engaging the patient family population into the work of the organization.

## How much work is it?

The Gateways Collaborative seeks to utilize the resources already in place in an organization that can be repurposed to support engaging patients and families. With that said, the Gateways program will require about 10 hours per week for the facilitator and about 5 hours a week for the other team members.

## What do we need to be successful with the Gateways Learning Collaborative?

Leadership commitment. Engaging beneficiaries and families is a new way to work at improvement. It's going to require staff time and resources to establish and sustain engagement. An energetic team, with a desire to partner with beneficiaries to reach improvement goals with the support of organizational leadership, will be highly successful in the Gateways Program.

## Do we get to recruit Patient Family Advisors to participate in this program?

Yes, the 2<sup>nd</sup> Gateway learning session will give you all the tools, resources, and referral sheets to implement a successful PFAS recruitment plan. Don't worry too much about the number of PFAs you will need to recruit; 3-5 individuals will be the target for the initial group. More importantly, through the Gateways Collaborative, you will establish a process for continuous recruitment. Recruitment activities are a continuous part of PFACs.

## What will Patient Family Advisors do?

First, PFAs will learn the work of the organization, in a simplified version of course. They will be oriented to your work and the tasks. They will partner with you to come up with creative strategies for meeting those task goals. They will participate in monthly meetings, to inform the work of the organization in meeting the strategic goals. Later, you may decide to expand their participation to specific teams within your organization. It's really up to the individual organization the best way to integrate PFAs into your work.

### **What will Patient Family Advisors NOT do?**

PFAs will not criticize you or the work of your team. They will not tell you how to do your work or be adversarial in their approach. This work is about mutually beneficial partnerships. PFAs will bring a new perspective to inform the work you are currently doing, not tell you what work you should be doing. Think of PFAs as an incredible new resource to get your work done!

### **I'm not quite sure if we are ready for this step. Can you help us make a decision?**

Sure, please contact [Stephen@pfccpartners.com](mailto:Stephen@pfccpartners.com).