

Gateways to PFAC Learning Collaborative



A proven method to establish a Patient Family Advisory Council (PFAC) or engage patients and families in improvement. This six month online learning collaborative helps you utilize existing resources in your organization and pairs them with tools, resources, and a learning community to integrate the patient voice in your organization.

Your team will attend five web-based learning sessions, with action periods in between each session. During these action periods your team will utilize resources, materials, and the peer learning community to complete assignments in your own organization. The aim of the Gateways Learning Collaborative is to utilize the change package provided to implement a high impact and sustainable patient family advisory councils or programs in your organization.

How it Works:

The **Gateways Learning Collaborative** hosts five virtual learning sessions, ninety minutes each:

- **Learning Session 1: Setting the Table in Your Organization**
Identifying team leaders, vision, scope & communication patterns
- **Learning Session 2: Recruitment of Patient & Family Advisors**
Individualized recruitment plan
- **Learning Session 3: Training & Orientation**
Organizational, PFAC or improvement team, PFA roles
- **Learning Session 4: First Meetings**
Storytelling and establishing expectations
- **Learning Session 5: Sustainability Practices**
Planning for growth, managing issues, building on success

The Gateways Program requires active team participation and leadership support. Each learning session is accompanied by a set of activities to be completed between learning sessions to support the successful development of your PFAC.

Additional Support Includes:

- Templates, Examples, Resources
- One to One Technical Support through “Office Hours”
- Community of Practice

Program Fee: \$3,200

Gateways Learning Collaborative Frequently Asked Questions (FAQs)

How do we get started?

Submit the [2018 Application](#) to lindsey@pfccpartners.com. Once accepted, we will schedule a short Pre-Work Call in which we will meet your team, discuss your current journey, and answer any questions.

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 Learning 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. The more team members, the less time for everyone and the faster the uptake.

What do we need to be successful with the Gateways Program?

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 2nd 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 Program, you will establish a process for continuous recruitment. Recruitment activities are a continuous part of PFACs.

What if we don't want to establish a PFAC, but would still like to engage patients and families in improvement?

The Gateways Learning Collaborative helps create structures to engage patients and families in the way that makes the most sense in your organization. That includes structures that do not resemble a PFA Council exactly.

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.

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

Sure, please contact Lindsey Bourne (Lindsey@pfccpartners.com or 562.961.1100) for a quick conversation to determine if your organization is ready to move forward with the Gateways Program. You can also reference the [Gateways Planning Tool](#).