

# Gateways to Patient Family Engagement:

A proven method to successfully establish patient and family engagement in your organization.

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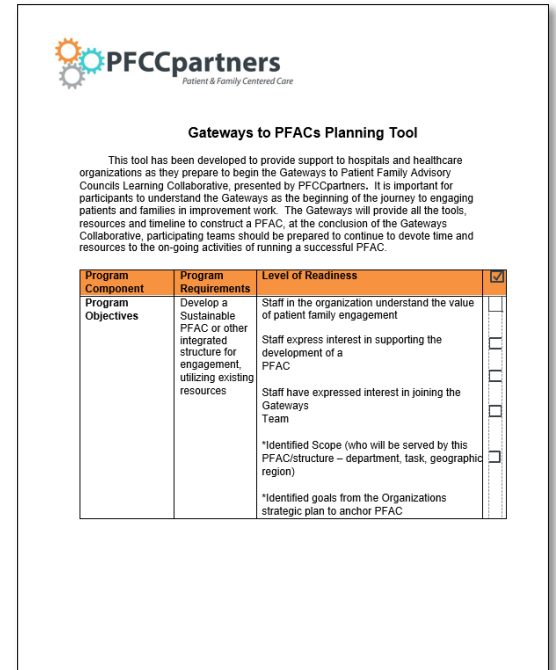
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**Background:** A proven method to establish a Patient Family Advisory Council (PFAC) or engage patients and families in improvement. This six month online learning collaborative helps you utilize existing resources in your organization and pairs them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

The PFCCpartners Gateways Learning Collaborative has provided an active process for developing authentic and sustainable PFACs in a variety of healthcare organizations including QIN-QIOs, National Beneficiary Family Advisory Council, Outpatient and Community Health Care practices, Academic Hospitals, Critical Access Hospitals, Integrated Health Care Systems.

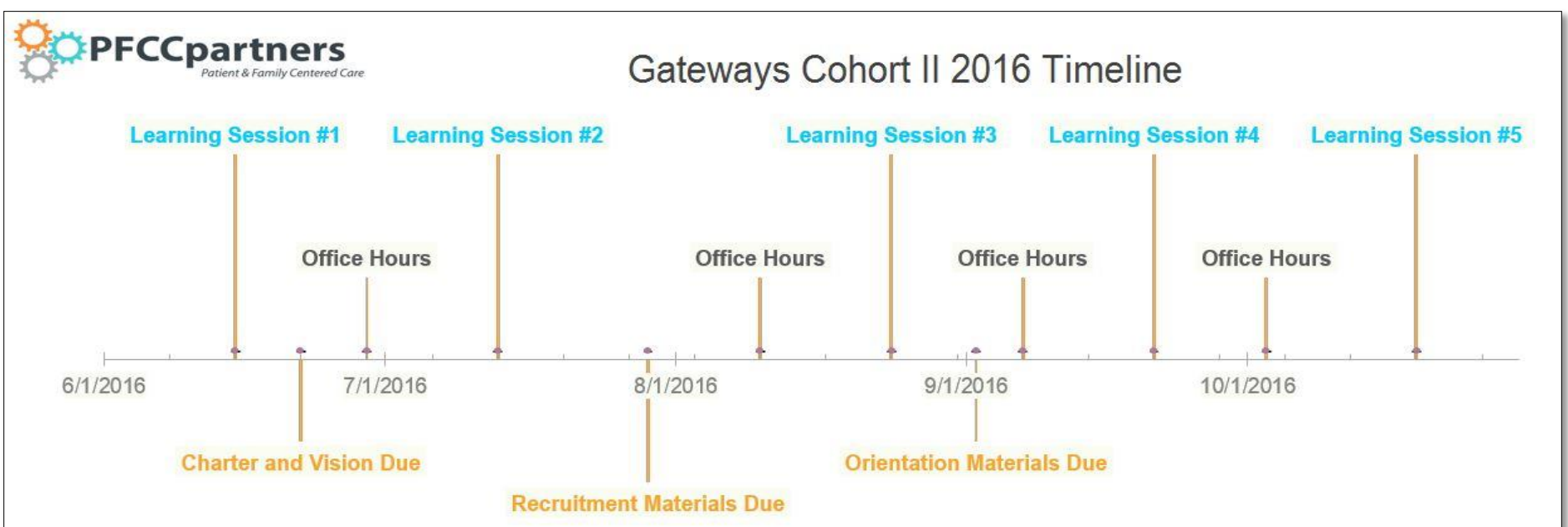
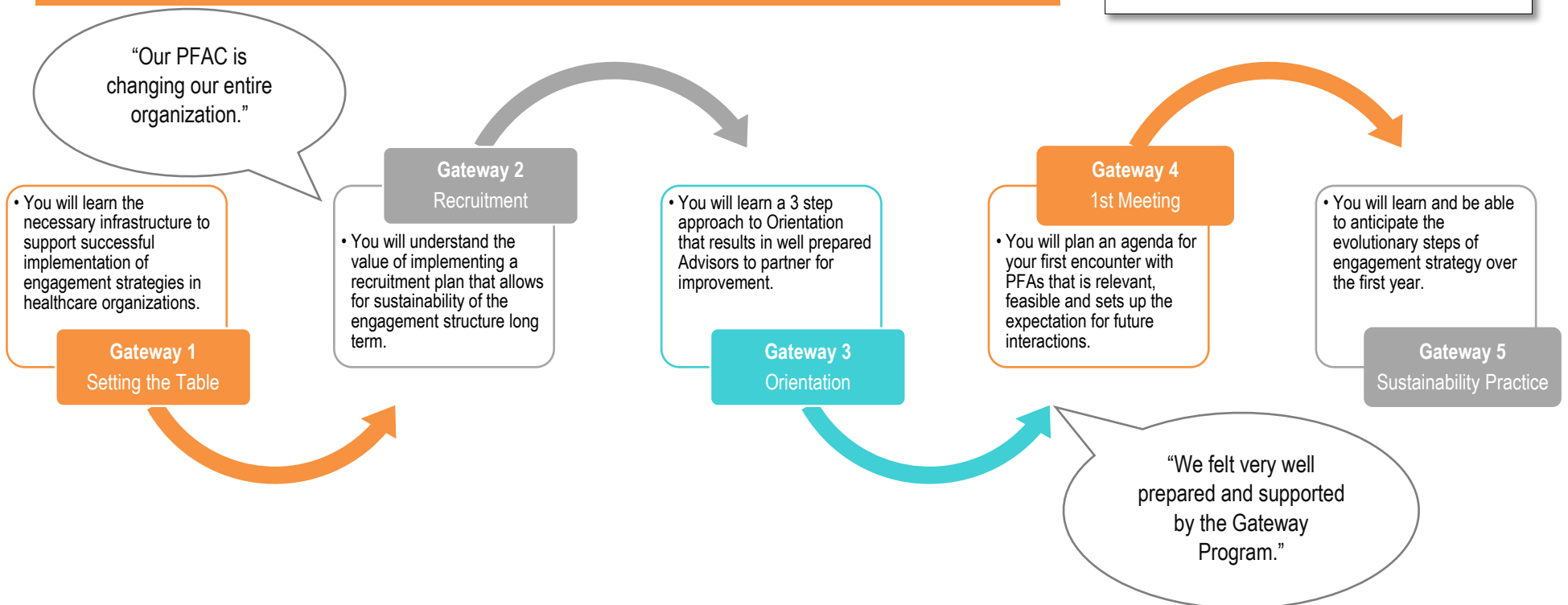
**Program Objective:** Develop a sustainable and impactful structure for partnering with patients and families in improvement efforts, program design, policy development and research.



**Gateways to PFACs Planning Tool**

This tool has been developed to provide support to hospitals and healthcare organizations as they prepare to begin the Gateways to Patient Family Advisory Councils Learning Collaborative, presented by PFCCpartners. It is important for participants to understand the Gateways as the beginning of the journey to engaging patients and families in improvement work. The Gateways will provide all the tools, resources and timeline to construct a PFAC. At the conclusion of the Gateways Collaborative, participating teams should be prepared to continue to devote time and resources to the on-going activities of running a successful PFAC.

Program Component	Program Requirements	Level of Readiness	Y/N
Program Objectives	Develop a Sustainable PFAC or other integrated structure for engagement, utilizing existing resources	Staff in the organization understand the value of patient family engagement	<input type="checkbox"/>
		Staff express interest in supporting the development of a PFAC	<input type="checkbox"/>
		Staff have expressed interest in joining the Gateways Team	<input type="checkbox"/>
		*Identified Scope (who will be served by this PFAC/structure - department, task, geographic region)	<input type="checkbox"/>
		*Identified goals from the Organizations strategic plan to anchor PFAC	<input type="checkbox"/>



**Number of organizations who have successfully completed the Gateways Collaborative: 73**

- |                                      |                                       |
|--------------------------------------|---------------------------------------|
| National Coordinating Centers: 2     | Skilled Nursing Facilities: 1         |
| Quality Improvement Networks: 9      | Critical Access Hospitals: 8          |
| Quality Improvement Organizations: 9 | Psychiatric Inpatient: 2              |
| Acute Care Hospitals: 28             | Improvement/Research Project Teams: 2 |
| Ambulatory Centers: 11               |                                       |

**Results:** 75% of organizations surveyed are still meeting regularly with their PFACs, of those 100% agreed their PFACs are sustainable for the long term impact.