

PURPOSE:

The purpose of this policy is to ensure that ___ (Practice) involves patients, families and caregivers in the Practice's performance evaluation and quality improvement activities by providing representation in the governance structure or on stakeholder committees.

POLICY:

It is the policy of the ___, PLLC (Practice) to engage patients and their families in the Practice to assist with quality improvement, customer feedback and patient engagement. It is the policy of the Practice to organize a patient and family advisory group.

PROCEDURES:

The Practice engages patients in its performance improvement activities via its Patient and Family Advisory Council (PFAC). Six members (consisting of caregivers, patients and families) are chosen for the PFAC, with two-year terms. The Practice strives to include at least one patient from a designated vulnerable population. The support for the PFAC is provided by Administration, to include the meeting site, communication to members, agenda, meeting notes and so forth. PFAC members are nominated by care team members, and chosen by the Owner. The goal of the involvement of patients, families and caregivers is to raise awareness about opportunities from the perspective of the patient, family and caregiver, and serve to provide feedback to the Practice if and when feedback is sought. For example, representatives from the Practice's care team may present a new workflow related to test results notification, seeking feedback from patients, families and caregivers regarding access, convenience and timeliness. The PFAC meets eight times a year (monthly, excluding June, July, August and December, based on busy schedules for patients, families and caregivers). Meetings are recorded via notes, and they are distributed to care team members after review and approval by the Medical Director and member(s) of Administration who attended the meeting.

Quality Control

The Practice monitors the policy and procedure in the following manner:

- Periodic review of the documented process for quality improvement activities to include the description of the roles and involvement of patients and families in the Practice's performance improvement process.

- Annual review of the Patient and Family Advisory Council (PFAC) to ensure that the agendas/discussions support the mission of the council, and provide value to the Practice.
- Periodic assessment of the nomination process, organization and representation of patients, families and caregivers, related to the Patient and Family Advisory Council (PFAC).

DATE	ANNUAL REVIEW/ SUMMARY OF CHANGES	APPROVED BY