

Presbyterian's PFAC Journey

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CARE (PFCC)



Patient and Family Centered Care (PFCC)

- PFCC is a care framework in which **patients and families** help shape facility design, policies, and day to day staff interactions.
- The care team—doctors, nurses, etc.—works **with** the patients and families to make care decisions.
- Family is defined as all the individuals identified by the patient as family members
- Family presence is encouraged and welcomed without any restrictions

Patient and Family Involvement

- In an organization with a mature PFCC model, there is patient and family involvement at all levels of the organization.
- Perceived **patient needs** are the drivers of all decisions and practices

Presbyterian Patient and Family Advisory Councils (PFACs)

- Are comprised of groups of patients/family members who have received health care from a PHS facility.
- Patient and Family Advisors (PFAs) are volunteers
- PFAs works with administrators and staff to improve the patient and family experience.
- PFAs assist in the development of new programs and services, help find solutions to problems or challenges, and provide feedback for opportunities to improve the healthcare experience for our patients, their families, and our colleagues.
- PFACs are an important component in Presbyterian's ability to delivery Patient and Family Centered Care.

Presbyterian Accomplishments

4 Current PFACs

- **Presbyterian Hospital NICU**
- **Rust Medical Center Oncology**
- **Santa Fe Medical Center**
- **Socorro General Hospital**

E-Advisors

- Electronic advisor
- Provides feedback electronically
- Convenient

Challenges

- Advisors engagement between meetings/projects
- Loss of a PFAC
- One PFAC on hold
- Creating a diverse group of advisors
- Time commitment for advisors

Where do you start?

- Educate staff and leaders
- Partner with patients/families in their care
- Adopt Best Practices
- Create a plan with goals
- Create a Charter with a Vision
- Patient and Family Advisors (PFAs)
- Patient and Family Advisory Councils (PFACs)

Questions

