



Partnering To Improve Safety, Quality, and the Patient Experience

What is it?

A Patient and Family Advisory Committee (PFAC) is a group of patients, family members, office staff, and primary care providers working together to improve safety, quality, and the patient experience.

How will it help me?

With a PFAC, providers, patients, and staff work in partnership.

A PFAC can:

- Improve communication and build a better relationship between the providers, patients, and staff.
- Increase patient understanding of the complexity of the primary care environment.
- Establish patients and family members as advocates for the practice.
- Improve provider and patient satisfaction.
- Increase patients' engagement in their own care.

How can I get started?

- Develop a plan and timeline.
- Identify patients to be potential members.
- Invite those patients to participate.
- Schedule the first meeting.

For a full case study on PFACs, see the Agency for Healthcare Research and Quality, <http://www.ahrq.gov/professionals/quality-patient-safety/patient-family-engagement/pfeprimarycare/index.html>.

Why should I do this?

A PFAC is a mechanism for working in partnership with your patients to improve safety, quality, and the patient experience, all at very little expense of time or funding.

What providers are saying

"If we are unable to come to consensus as a practice team on a new approach or a practice change, our first thought is to take it to the PFAC for their help. They are our partners. This is their practice."

What patients are saying

"I was surprised, and impressed, and excited that there was a practice interested enough in improving that they would take ideas from their patients."

"PFAC helps because it keeps pushing new things forward—what is the best way to do this? What are the best practices doing?"

