

Sample Discussion Questions

The purpose of the conversations with potential patient and family caregivers is to gauge their interest in and availability for participating on a Patient Family Advisory Council (PFAC). Keep in mind that many of the patients and family caregivers will not have heard of a PFAC before, so it will be important to clearly explain the purpose and value of the group and how critical their feedback will be for improving the quality of care at the practice. (When speaking to a patient or family caregiver who was recommended by a physician in the practice, make sure to reference that when explaining the reason for the phone call).

Below are **sample discussion questions** to consider when talking to patients and family caregivers about participating on a PFAC:

- ▶ Tell me about your general feelings about your care at [PRACTICE NAME]. What have you liked? What could we potentially do better?
- ▶ Are you comfortable speaking up in a group setting? The group will include doctors, nurses, office staff, and other patients and family caregivers. Would you be willing to share your experiences and speak candidly with all of these individuals present?
- ▶ Do you have any volunteer experience where you've served on a committee or council before? (Such as for a school, church, community organization, etc?)
- ▶ In terms of time commitment, we expect to meet [INSERT FREQUENCY OF MEETING TIMES—MONTHLY, ETC—AND LOCATION]. Would you be able to volunteer your time to this effort?
- ▶ Do you see any barriers or challenges in participating in our effort? (i.e. time, transportation, childcare, availability, chronic condition limitations?) How could we help you overcome those challenges?