

PFAC best practices



**BETSY LEHMAN
CENTER**
for Patient Safety

Strong PFACs are built through leadership support, collaboration, and ongoing engagement across the hospital community. The most successful PFACs follow some key best practices. These strategies help create structure and improve partnerships with the hospital and community.

What helps PFACs be successful?

1

Leadership buy-in and support

Engaging with hospital leaders brings visibility to the work and aligns PFAC initiatives with organizational priorities.

2

Representation and collaboration

Strong PFACs have members who work well together and reflect the communities they serve. When these members also serve on hospital committees or working groups, it ensures the patient and family voice is represented in all spaces.

3

Structure and training

Having one point person for the PFAC ensures continuity of the council and creates a clear structure for members and staff. Providing orientation, guidance, and training helps members contribute meaningfully. Offering flexible participation options, such as virtual or hybrid meetings, increases accessibility.

4

Measurement and visibility

Annual goal-setting ensures the PFAC's work advances hospital-wide objectives. Measuring, reporting on, and promoting PFAC initiatives raises awareness of the council. This visibility creates more opportunities to work with teams across the hospital and recruit future PFAC members.

5

Engagement and partnership

Effective PFACs build strong relationships between hospital staff, clinicians, patients, and families. Working together as a team improves patient experiences, care quality, and safety.

