

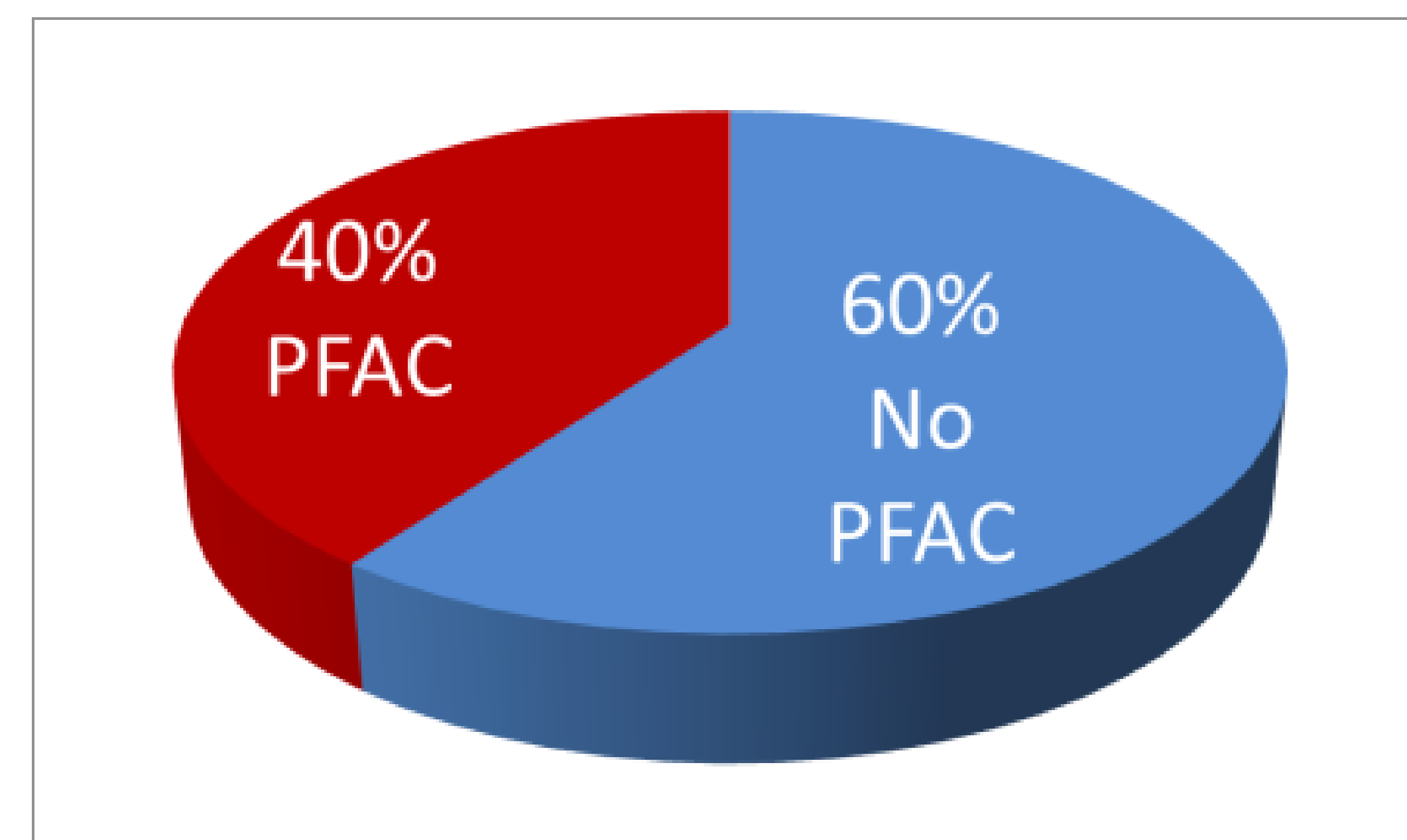
Can PFACs Save Hospitals Money?

PFACs – Patient & Family Advisory Councils, also known as Patient Advisory Councils (PACs) “Any role that enables patients and families to have direct input and influence on the policies, programs and practices that affect the care and services individuals and their families receive.” (GRHealth)

60% of 5,000 U.S. hospitals don't have a PFAC.

Why Not?

Joan's Family Bill of Rights founder Barbara Lewis set out to build a business case for PFACs.



Research Methodology

- Surveyed members on their PFAC impact
- Read 100s of PFAC reports
- Interviewed PFAC leaders
- Surveyed hospital CEOs on why they don't have a PFAC
- Interviewed hospital CEOs

Survey Respondent Results

- Largest majority of PFACs have 11 to 15 members
- 58% of members are extremely satisfied with their PFAC, 30% somewhat & 5% rarely satisfied
- Only 5% of PFACs use metrics in gauging the value of suggestions



Stanford
HEALTH CARE

“Patients & families are our partners in all we do”

PFAC solved the missed appointments problem – provide transportation options



LONGMONT UNITED HOSPITAL

Dropped readmissions to 8% from 15% saving \$30-\$90,000 per readmission thru home visits from Council members

GRHealth

Medication errors in neuroscience unit dropped ~62% after patient explanations & descriptions



DANA-FARBER
CANCER INSTITUTE

“PFACs have had enormous impact”
One of the first hospitals to have a PFAC
PFAC suggested options to eliminate food cart waste

Call to Action – What is your PFAC Doing?

1. Implement metrics to demonstrate value of PFACs.
2. Show leaders examples that PFACs are financially prudent, so 100% of hospitals join the PFAC world.
3. Work with state legislators to mandate PFACs for every hospital (just like Massachusetts).

Barbara Lewis, MBA, founder of Joan's Family Bill of Rights, thanks the following organizations for their generous support:

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