

# What Success Looks Like: Engaging Patient and Family Advisory Councils

Register

[https://us06web.zoom.us/join/register/WN\\_dmmOw16eRJa630mmdsy8Vg#/registration](https://us06web.zoom.us/join/register/WN_dmmOw16eRJa630mmdsy8Vg#/registration) (Link)

October 17, 2023 | 1:00 -1:45 PM (CT)

Active and productive patient and family advisory councils (PFACs) offer a forum for hospitals to obtain ideas, input, and insights to guide quality improvement efforts. PFAC members bring their experience in partnering with healthcare professionals and sharing their unique perspectives. This learning and action network will highlight the journey of one hospital with a robust and highly engaged PFAC. AdventHealth Ottawa in Kansas established a robust PFAC in 2015 that was involved in several hospital projects including one in the emergency department (ED) that included input into the customer aspects of the new ED such as the entry way pictures, waiting area, chapel, pediatric room, and more. The hospital struggled to keep their PFAC engaged during the height of COVID, as did others, but they are now back up and running with two of their members sitting of the hospital's quality and patient safety council.

## Objectives

- + Describe characteristics of highly engaged PFAC members
- + Identify examples of hospital projects to engage PFAC members in
- + Share experiences from a PFAC members' perspective

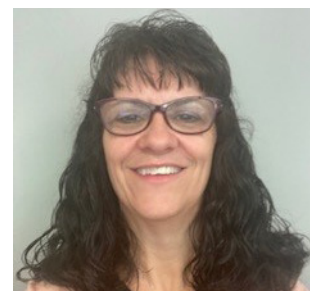
## Target Audience

- + Quality Professionals
- + Patient and Family Engagement Leads
- + Hospital Leadership
- + Patient and Family Advisory Council Members

## Speaker

**Dorothy Rice, RN, BSN, MBA, CPHQ**

*Director of Quality, Patient Safety, Patient Liaison,  
Case Management and Risk Management  
AdventHealth Ottawa*



Dorothy Rice has been a leader in healthcare for over 35 years. She became a nurse in 1984 from Stormont Vail School of Nursing, then obtained her Bachelor of Science in Nursing in 1991 at Stormont Vail campus and Master's in Business Administration from Baker University in 2001. Ms. Rice has been the Director of Quality, Patient Safety, Care Management and Risk Management at AdventHealth in Ottawa, Kansas since 2008.

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