Patient and Family Advisory Council Presenter Summary

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| **Presentation Date** |  |
| **Department / Program / Network** |  |
| **Presentation Name** |  |
| **Presenter Name and Contact** |  |
| **Presentation Description** |  |
| **Relationship to Fraser Health**  **Strategy** |  |
| **Engagement Level** | Select from the following:   * **Inform:** To provide patient partners with balanced and objective information. * **Consult:** To ask patient partners for feedback and provide feedback on how they influenced the decision * **Involve**: To work with patient partners and reflect on their perspective throughout the process and consider their feedback in the decisions. * **Collaborate**: To partner with patient partners in each aspect of the decision, incorporate their advice, and create innovative solutions. |
| **Resources** |  |
| **Action Items** |  |
| **Closing the Loop** |  |

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| **Sample Questions for Feedback from Patient Partners**  (for consult to collaborate engagement opportunities) | **Closing the Loop Examples** |
| * Having an awareness of this plan, what information do you think is important to share with the people we serve who are impacted? * What will be the most important things the people we serve   need to know about this project?   * What would the people we serve think is a priority for this project? * What concerns do you have about this project? * Do you anticipate any challenges with this project? * What resources you think would help implement this project in   <insert location> (e.g. information posters, education from your health care practitioner, etc.)   * What do you think is the best way to inform the people we serve and their essential care partners about this project? * Can you share what challenges or barriers you anticipate with this project? * What’s of interest to you about this project? * What information would you need to participate in this project? * What process do you think is important to have the people we serve and essential care partners involved in? * Who else should we connect with about this project? * What ideas do you have for me/us in designing this project? * What part of this project do you think would benefit the most from patient engagement? | * Share final copy of a document * Share final reports * Communicate results of the project * Share a written summary of the patient partners recommendations or insights:   + Based on your feedback, we will take into consideration the following for <insert project name>   + Thank you for your input on <insert project name>. You shared that…   + Thank you for your feedback on <insert project name>. We heard you say…   + Thank you for your response related to <insert project name>. As a result of our partnership we were able to…   + We appreciate your time and value your perspective. Your feedback made a great impact on the direction of <insert project name>. As a result we are now…   + Your perspective on <insert project name> was extremely valuable. In particular, your feedback about…has resulted in… * Invite patient partners to participate in celebrations or events * Invite council members to have a tour of a facility * Provide an update of the project (either written or in-person) to the council. Updates can include changes in time lines, specific accomplishments, current state, next steps, data, and/or changes in original plan. |