Patient & Family Advisory Program at Moffitt Cancer Center

Ensuring Quality and Safety Through Collaboration
Patient and Family Advisory Program (PFAP) – *What is it?*

The PFAP is a new initiative at Moffitt which is based on the principles of Patient and Family Centered Care.

It is envisioned to:

- Strengthen collaboration between patients, family members and health care practitioners, both at the clinical and administrative levels, and

- Enhance Moffitt’s ability to deliver the highest standard of comprehensive and compassionate health care.
Components of Patient and Family Advisory Programs

- A Patient and Family Council composed of patient and family advisors as well as clinicians and administrators
- Committees of the Council
- Patient and family advisors integrated into organizational committees
- A Patient and Family Newsletter
More Specifically, In Moffitt’s PFAP…
Patients and family advisors would work side-by-side with clinicians and administrators to:

- Provide information about needs and concerns
- Work with staff to make changes that affect patients and families
- Participate in the design of patient care areas
- Assist in the planning of new patient related programs
- Serve as a resource on a wide variety of issues, services and policies
Potential Advisor Roles

- Members of committees and task forces
- Advisory council members
- Program evaluators
- Policy consultants
- Grant reviewers
- Reviewers of patient education materials
- Legislative advocates
- Advocates for clinical investigations
- Interviews of potential staff and faculty
- Fund raisers
- Members of board of trustees/directors
- Participants at conferences
- Participants in quality improvement initiatives
- Mentors of other families
Principles of Patient- and Family- Centered Care

The practice of patient and family centered care is guided by four principles:

- Dignity and Respect
- Information Sharing
- Participation
- Collaboration
Benefits to Moffitt and Advisors

**Moffitt**
- Improved planning
- Help in carrying out mission and vision
- Increased knowledge and skills
- Fresh perspective
- Increased empathy and understanding
- Improved quality, safety and patient satisfaction

**Patient & Family Advisors**
- Improved services
- Opportunity to bring about meaningful change
- Expands knowledge/skills
- Increased opportunity for sharing information
- Satisfaction from making a contribution and giving back to the system
- Opportunity to network
From Dream to Reality

- Inspiration
- Proposal
- Funding
- Steering Committee
- Providing and Gathering Information
  - Mailing and Signage
  - Town Hall Meeting
  - Focus Groups
- Development of a Patient and Family Advisory Council
Building a *Culture of Organizational Partnership*

- Recognition of strong clinical focus
- Assessment of organizational readiness
- Leadership buy-in
- Communication
- Organizational education
- Advisor orientation and education
Building a Program-Work of the PFAP Steering Committee

- Planning roll-out
- Defining and recruiting membership
- Organizing town hall meeting (October 3)
- Identifying topics for focus groups
- Communication to patients and families
  - Mailing
  - Posters
  - Media
Thank you for your

- Time
- Input
- Ideas
- Voice
- Vision
- Involvement
- …and for becoming part of Moffitt’s organizational decision-making