







6 Steps To Patient Engagement

The PFCC Methodology and Practice (PFCC M/P)

Engaging Patients May Not Be as Hard as You Think

	PFCC M/P Steps	Engaging Patients & Families	
Step 1	Select A Care Experience	Listen to your patients and families: select a care experience for improvement based on comments from reports, letters, and surveys.	
Step 2	Establish a PFCC Care Experience Guiding Council	Ask a patient or family member to be a Co-Champion on the Guiding Council.	
Step 3	Evaluate the Current State using the PFCC Toolbox	Understand & Feel what your patients & families are truly experiencing: Shadowing, Patient Stories, Patient and Family Advisory Councils, Discovery Interviews, Surveys and Shared Decision Making.	
Step 4	Expand the Guiding Council into your PFCC Working Group	Invite a patient or family member to join the Working Group or leave an empty chair at your working group meeting representing the theme.	
Step 5	Write the story of the Ideal Patient and Family Experience	Seek the patient's or family member's input about what would have made their experience better—ask them to imagine the perfect experience and tell you about it.	
Step 6	Identify your PFCC Projects and Form Project Improvement Teams	Include the patient or family member on PFCC Project Teams.	

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