



# PATIENT AND FAMILY ADVISORY COMMITTEE

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## INTRODUCTION

- *Healthcare is shifting toward patient – centered care*
- *Patients are not just recipients, but partners in care*
- *PAC is a structured way to include patient voices*

Change Begins With You





## FROM WHERE IT BEGINS.....

World Patient Safety Day 2023 observed on 17 September under the theme "**Engaging patients for patient safety**", in recognition of the crucial role patients, families and caregivers play in the safety of health care.



**"Engaging Patients for Patient Safety"**

Through the slogan “Elevate the voice of patients!”, WHO calls on all stakeholders to take necessary action to ensure that patients are involved in policy formulation, are represented in governance structures, are engaged in co-designing safety strategies, and are active partners in their own care.

## INCREASING MEDICAL ERRORS- CONSEQUENCES TO PATIENTS

### Patient Harm

- Medical errors can lead to physical harm , including injury, illness, disability, or even death. They can also cause emotional harm, leading to stress, anxiety and depression.

### Increased Healthcare Costs

The cost can be direct such as the cost of additional medical care needed due to an error, or indirect such as lost productivity due to illness or disability caused by the error.

CONTD.

## Trust Deficit

Medical errors can lead to a loss of trust in healthcare providers and the healthcare system. This can make patients less likely to seek medical care, adhere to treatment plans, or engage in preventive health behaviors



## IMPACT ON PROVIDERS

**Medical errors can contribute to healthcare burnout. This can occur due to emotional impact of making an error, fear of violence, legal repercussions and the added stress and the workload associated with managing the aftermath of an event.**

**Medical errors can lead to malpractice lawsuit, which can be costly and time consuming. This not only affects individual healthcare providers but can also lead to increased insurance premiums for the healthcare organizations.**

## REMEDY – PATIENT ENGAGEMENT

Patient can provide unique insights into the healthcare delivery process from their perspective. Their experiences can identify gaps in care, communication failures, and areas for improvement that healthcare providers may not be aware of.

Patient empowerment can enhance trust between patient and healthcare providers. Trust is a fundamental aspect of the therapeutic relationship and can influence treatment outcomes.

## SHARED DECISION MAKING

Empowered patients are more likely to participate in shared decision making. This involves collaborating with healthcare providers to make healthcare decisions that align with their personal values and preferences.

Patients who are informed and engaged in their healthcare process are more likely to follow treatment plans and manage their health conditions effectively.



# **How to engage patient – Form Patient and Family Advisory Council**

## WHAT IS PATIENT ADVISORY COUNCIL

- *Group of Patient's, Families And Caregivers*
- *Collaborate with healthcare providers*
- *Provide feedback, suggestions and insights*
- *Aim: Improve quality, safety and experience*



## WHY PAC IS IMPORTANT

Improves patient satisfaction

Enhances quality of care delivery

Supports patient safety initiatives

Builds trust and transparency

Aligns with accreditation standards





10<sup>TH</sup> EDITION

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## HOW TO SET UP A PAC COMMITTEE

**1**

**Activate the  
core group**

**2**

**Activate the  
core group**

**3**

**Recruit  
Members**

**4**

**Identify  
leader,  
facilitator**

**5**

**Identify  
patient  
representative**

**6**

**Develop a  
charter**

**7**

**Training and  
orientation**

**8**

**Launch the  
PAC**



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## OBJECTIVES OF PAC

Incorporate  
patient  
perspectives into  
decision-making

Identify gaps in  
care and services

Improve  
communication  
and experience

Promote patient  
safety and  
quality culture

**COMPOSITION OF PAC**

Hospital representatives (Clinical, Quality, Nursing, Admin)



Former patients and family members



Other Caregivers

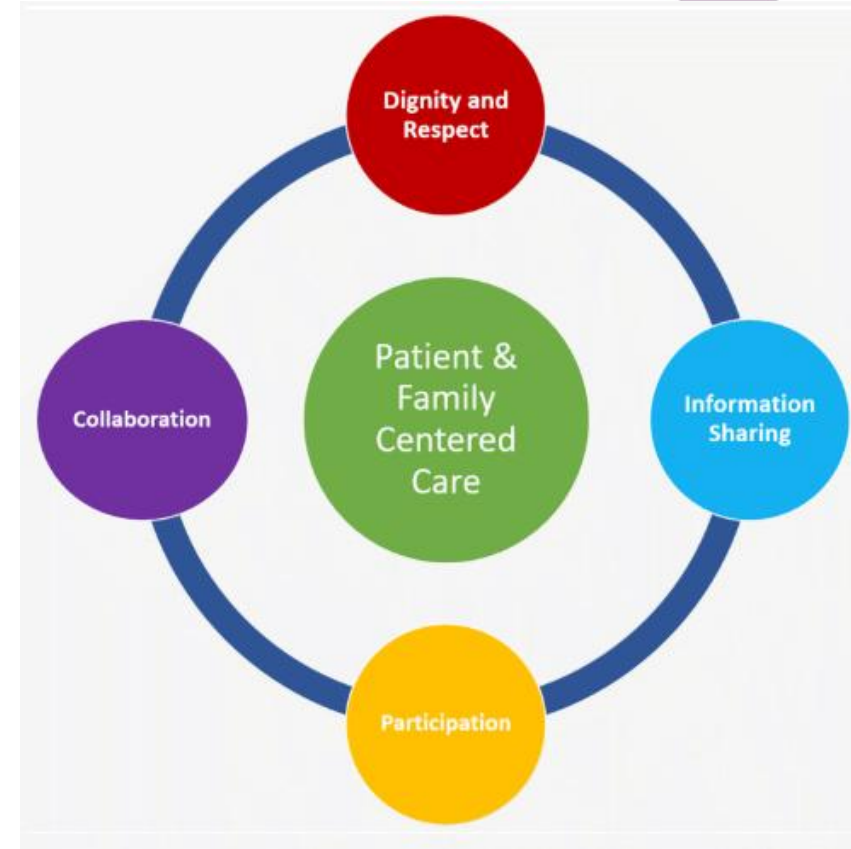


## ROLES AND RESPONSIBILITIES

Participate in quality improvement initiatives

Share experiences and suggest improvements

Act as advocates for patient needs



## KEY ACTIVITIES OF PAC

Regular meetings (monthly/quarterly)

Feedback on hospital services

Input in facility design and processes

Support in awareness programs

Patient experience improvement

Community engagement

**SUCCESS FACTORS**

Strong leadership support

Clear goals and expectations

Respect for patient input

Continuous engagement

Measurable outcomes



## IMPACT OF PAC

**Improved patient satisfaction scores**

**Better communication practices**

**Reduced complaints and grievances**

**Enhanced patient safety culture**

**Real-time improvements in services**



## OUR PAC COMMITTEE ORIGIN

We formed a core committee as well as a sub-committee to involve patient and their family in their care during their stay in the hospital since 2023.

Main committee consists of 12 members including 3 outside members (ex-patients/ representatives) and the committee meet once in 3 months. 10 core committee meetings have been successfully completed.

Dr Vineeth Abraham, Director is the chair of the committee and other members include CEO, CMS, COO, CAO, CNO, Chief of Critical care medicine, quality personnel etc.

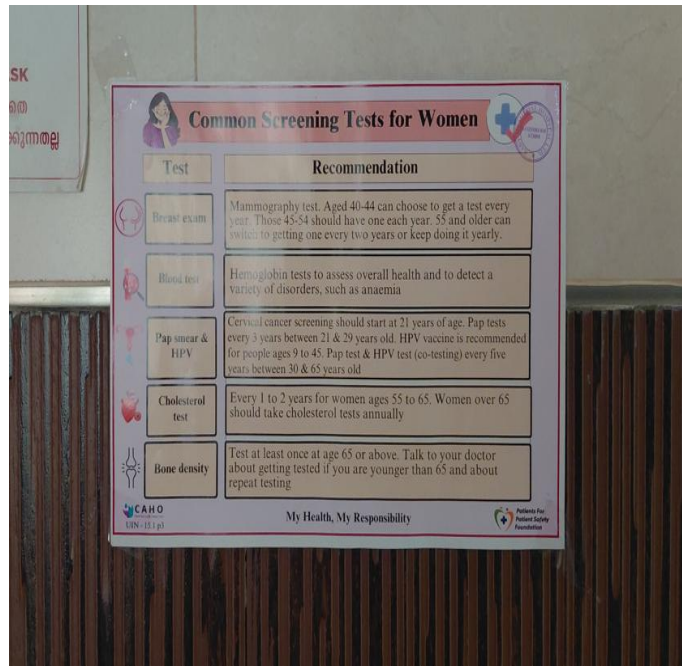
Sub-committee consists of 9 members and they meet once in every month and report to Core committee. They will look into the patient satisfaction report and analyse the same.

All the suggestions from sub-committee and points for improvement will be discussed in core committee. All valid points are taken up for implementation.

**OUR PAC COMMITTEE ORIGIN**



**PATIENTS FOR PATIENT SAFETY INITIATIVE**



**Displayed posters that are informative to patients, bystanders and all other staffs**

## CONCLUSION

*The success of such councils ultimately depends on the commitment and active participation of hospitals, healthcare providers, patients and their families.*

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*A collaborative effort involving all stakeholders is crucial to create patient-centered healthcare environments that lead to better health outcomes and enhanced patient experiences.*

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***THANK  
YOU***