



# INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE®

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## CREATING AGENDAS THAT BUILD PARTNERSHIP

### Preparation Ahead of Meeting

Co-Chairs and Liaison meet either by phone or in-person to review the following:

- Burning Issues, pending parking lot items, and recent requests for time on the agenda from either the PFAC members or organizational staff, clinicians, or leaders.

After the review, Co-chairs and Liaison decide on the agenda's topics and flow.

Liaison makes final adjustments to agenda and sends out agenda to PFAC and Leaders\* a week ahead.

\*To keep key leaders up-to-date on PFAC activities, a standing invitation to attend meetings has been extended and the liaison works with them to ensure they each attend at least one meeting each year.

- TIP for Agenda: List names of attendees and their roles including any leaders/staff who are on the agenda as well as any guests to the meeting. This information is included as part of the agenda to let everyone know who is expected to attend. (X – will attend; A – will be absent)

### SAMPLE AGENDA FLOW

Topic	Purpose	Time	Presenter
<b>Sharing a Meal Together</b>	Offers opportunity for people to eat and informally reconnect.	30 minutes	NA
<b>Beginning of Business Meeting – Sets the Stage</b> 20 minutes			
<b>Welcome – Introductions</b>	Starts the meeting so everyone knows who's in the room. (Not everyone can attend the meal.)	5 minutes	Led by Advisors who co-chair group
<b>Reflection</b> (video, story, poem)	Provides inspiration, insight, or reframes the attention of the group on their common purpose.	10 minutes – Select one of these activities for a meeting but not both.	Take turns who provides reflection (staff or advisors)
<b>Getting To Know You Question</b> Example: <i>"They couldn't pay me enough to do that job." What job would that be for you?</i>	Builds relationships between attendees. Doesn't happen all the time or may happen in the Sharing a Meal Together time if everyone on Council gets there 15 minutes before business meeting starts.		Co-Chairs lead these activities
<b>Review/Approval of Meeting Notes</b>	Ensures the notes reflect the work of the group especially the decisions, assignments, and next steps.	5 minutes	

Topic	Purpose	Time	Presenter
<b>Main Discussion/Action Topics</b> 80 minutes – Limit to no more than 4 items to provide adequate time for discussion. One of these times can be an informational/training session on a topic of interest to the PFAC.			
<b>Organizational Initiative</b> or request for input/brainstorming or feedback. This topic is initiated by staff, clinicians, or leaders within the organization.	<ul style="list-style-type: none"> <li>Provides the organization a forum to bring strategic and operational ideas or projects to the PFAC to engage them early in the effort and to gain patient/family perspectives.</li> <li>Presentation time is limited, PowerPoint slides discouraged, so that most of the time is spend in meaningful dialogue.</li> </ul>	Varies – at least 20 minutes usually longer	Leader or Staff soliciting input sets the stage with important context and information
<b>Burning Issues</b>	<ul style="list-style-type: none"> <li>Offers opportunity for advisors to identify information needs about the organization/program or raise concerns/share feedback with the group.</li> <li>This is an open time in agenda so that PFAC-generated topics can be identified every month.</li> </ul>	10 minutes	Co-Chairs – All
<b>Questions That Matter</b> PFAC generates or solicits questions on important topics and uses one each month to engage the community and raise staff awareness of the opinions and values of community members. Example: <i><b>“How do you hope your relationship with your personal doctor will be different in 5 years?”</b></i>	Community outreach to: <ul style="list-style-type: none"> <li>Gather an individual’s feedback on people’s values, beliefs, and preferences related to a specific health care experience.</li> <li>Advisors share the input they receive from their “network of family, friends, and colleagues.”</li> </ul>	15 minutes	All
<b>Review of Materials/Processes related to functioning of PFAC</b>	Ongoing review of processes (recruitment, selection, and orientation) and materials used in these processes are reviewed on an annual basis by the PFAC to improve them.	20 minutes	PFAC Coordinator – All
<b>Closing of the Meeting – Wrap-up Evaluation</b> 15 minutes			
<b>Housekeeping</b>	<ul style="list-style-type: none"> <li>Updates the group on status of active project/recommendations.</li> <li>Shares reminders of upcoming events between PFAC meetings.</li> <li>Provides review of future agenda items and solicits additional agenda items (may come out of the burning issues conversation held in meeting).</li> </ul>	5 minutes	PFAC Coordinator

Topic	Purpose	Time	Presenter
<b>Evaluation of Meeting</b>	<ul style="list-style-type: none"> <li>Determines what is working well for the council.</li> <li>Identifies opportunities to improve and make meetings more effective, productive, and efficient.</li> </ul>	5 minutes	All
<b>Next Meeting Date and Time</b>	<ul style="list-style-type: none"> <li>Provides additional visual reminder of the next scheduled PFAC meeting and any adhoc meetings scheduled between monthly meetings.</li> </ul>		Co-Chairs

**Follow-Up Process**

- Volunteer advisor summarizes meeting notes. All notes include attendees, topics, decisions made or any significant discussion and assignments with timeframe/responsible person(s) identified. Any new parking lot/future agenda items are added to the ongoing list.
- Program Coordinator (staff liaison) reviews notes, adds information as necessary, and distributes to PFAC and Leaders within two weeks.
- Program Coordinator receives ongoing requests from managers and others in the organization seeking advisor input and collaboration.
- Staff requests that come in between meetings may become agenda for adhoc meeting or result in an email request for feedback if request is time sensitive. Otherwise, it is discussed during Co-Chair Agenda planning meeting. (Managed by Program Coordinator)
- Program Coordinator follows up on ongoing/closed projects to report back to PFAC on disposition.

**Ongoing Process**

**Future Agenda Items: (Always listed at bottom of agenda)** For example:

- Comment Cards
- Social Media Approach/CRM Program ID Demographics
- Develop mentor program for specific illnesses – e.g., Diabetes, Autism, Cancer
- PFAC specific website
- PFAC Surveys
- After Visit Summary

**Timekeeper Role Rotation:** A table as shown below lists the individuals who have agreed to keep time or take notes for each meeting. This is a shared responsibility for PFAC members.

**Notetaking and Timekeeper Rotation**

Date	Notetaker	Timekeeper	Date	Notetaker	Timekeeper