

**Patient and Family Advisory Board (PFAB) Meeting  
August 1, 2019**

<b>PFAB Meeting</b>	
<b>DATE</b>	August 1, 2019
<b>FACILITATOR(S)</b>	Heather Simpson, MSW, Wanda Nichols, RN, and Jen Hillan, MSH
<b>AGENDA</b>	1.Introduction to Patient/Family Advisory Council 2. CF Advisory council- Why we are doing this 3.Collaborate on ideas for the future 4.Logistics-Next Meeting/Feedback 5. Health Literacy-Communication 6.Possible future QI Programs 7.Mentoring Program 8. Other Suggestions

<b>AGENDA</b>	<b>DISCUSSION/REPORT</b>	<b>ACTION PLAN</b>
1.Introduction to Patient/Family Advisory Council	Exchanged greetings and explained the purpose of the PFAB, particularly at UF Health.	N/A
2. CF Advisory council- Why we are doing this	Spoke with CF patients as to what they would like to get out of CFAB in the future, why they decided to join meeting.	Focus will be more on it being a means for patients and families to share experiences so as to improve experiences and have an overall better level of care, as well as providers and Pts/Families partnering and working together, empowerment and advocacy and providing information to helpful resources.
3.Collaborate on ideas for the future	Discussed future mentorship program possibilities (detailed below) and the ideas of future separate pt forum, utilizing PFAB as a possible jumping point among other suggested ideas for future.	Future possible action plans for discussed ideas detailed below.
4.Logistics-Next Meeting/Feedback	Discussed how frequently to hold PFAB meetings (typically meet 9x a year) initially and then later on in the future once more established. Settled on future meeting date. Discussed future guidelines for patient membership.	Meetings will be held on the first Thursday of the month- <i>Next Meeting tentatively scheduled: September 5,2019 @12pm</i> Pts agreed that any CF pt should be allowed to join meetings periodically when they are available, but to please come to meetings with possible ideas/solutions for any concerns they may be sharing with board.

5. Health Literacy-Communication	<p>Discussed the topics of whether providers are providing clear communication and ways to improve patients' understanding as well as health literacy.</p> <p>Touched on how it takes both the patients and the providers having more proactive attitudes during communication so as to make certain there is no miscommunication/confusion for both patients and their families at clinic visits.</p>	<p>Possible use of Teachback in the future.</p> <p>Possibility of encouraging providers to hold back from continuing with explanations until they feel that patients (and others in room with patients) have a clear understanding as to the information being communicated to them.</p>
6. Possible future QI Programs	<p>Spoke of utilizing patient/family satisfaction surveys for QI programs, as well as how to promote PFAB meetings in the future and of popularity of/ possible changes involving Newsletter.</p>	<p>Encouraged patients to share news of next PFAB meeting on social media and through word of mouth with the CF community. Talks of posting dates of PFAB on MyChart as well as on Newsletter and adding resources such as COMPASS to Newsletter in the future.</p>
7. Mentoring Program	<p>Spoke of need among CF patients for a means of receiving advice/help from other CF patients with prior experience with similar situations and backgrounds, having an outlet and support system where CF patients can communicate and help each other.</p>	<p>Will look into tapping into/getting info on CF Mentorship program so as to provide mentorship/support to patients in a more official capacity.</p>
8. Other Suggestions	<p>Discussed pts' past inpatient problems in detail such as nurses having a lack of knowledge when it comes to CF specific areas such as feeding tubes and accessing ports.</p>	<p>Agreed to look more into this in the coming future to see if there are possible ways of improving inpatient quality of care.</p>