

Restarting and Energizing PFACs - Easy to Implement How-To Lists

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Consumers Advancing Patient Safety (CAPS) and Healthcare and Patient Partnership Institute (H2Pi).

Celebrating, Recognizing and Honoring Members of Your PFAC

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- The definitions of
 - Celebrating - Acknowledge (a significant or happy day or event) with a social gathering or enjoyable activity. Honor or praise.
 - Recognizing - To acknowledge or take notice of in some definite way. To acknowledge with a show of appreciation.
 - Honoring - To regard or treat (someone) with admiration and respect / to regard or treat with honor. To give special recognition to / to confer honor on.
- Examples of incentive items / certificates
 - Food awards (remember healthy alternatives)
 - Items like mugs, ornaments, small items that may be displayed – items to mail without an envelope (ie, frisbee that says “Thanks for a good catch!”)
 - Gift cards / Hospital SWAG (pencils, stress balls, branded items)
 - Certificates recognizing specific assignments or tenure
 - Hospital discounts – cafeteria, gift shop (Wellstar offers 10% discount to PFAC members)
 - Pictures on wall, in newsletters
- When to celebrate, recognize or honor
 - Around holidays
 - Other, less cluttered, months
 - Regularly – ongoing – plan around fiscal year, align with beginning initiatives that may be highlighted at the celebration and discussed in upcoming meetings.
- Have PFAC recognize staff! Include Nurses, Physicians, Staff, Leaders, etc.
- Vaccines! Treat like a healthcare worker at your facility in terms of offering vaccines (including COVID) and testing
- Volunteer & employee gifts for PFAC members, too
- Make appreciation part of your culture
 - Regular acknowledgement of volunteer work by PFAC members
 - Scheduled recognition events
 - From simple to lavish – a part of your culture
- In a case of a pandemic or other limiting situation:
 - Consider mailing recognition certificates and celebration goodies
 - A drive-by pick-up / party for your PFAC members or other creative way to celebrate

Other

Next Meeting in this series: **Recruiting Patients for your PFAC**, January 11, 2022 at 4pm Eastern

Register here: <https://us02web.zoom.us/meeting/register/tZAqd-urrjooGd1nzTLB3IHazy64s3WaSRLb>

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Contact Armando Nahum about the H2Pi PFACQS program at ANahum@h2pi.org