

Build a High-Impact Patient & Family Advisory Council

September 24, 2026

11:00 - 12:00 pm

Rural hospitals face unique challenges in delivering high-quality, patient-centered care while navigating limited resources, workforce constraints, and increasing regulatory expectations. Yet one of the most effective and underutilized strategies for improving care delivery, patient safety, and the patient experience is a strong Patient and Family Advisory Council (PFAC).

In this webinar, Barbara Lewis, PhD, MBA, President of the non-profit Healthcare PX and a nationally recognized expert on hospital PFACs, will provide an evidence-based roadmap for both launching a new PFAC and strengthening an existing one. Drawing on 10 years of PFAC research culminating with her national mixed-methods research and real-world examples from hospitals across the U.S., Barbara will share practical strategies for building support, recruiting and onboarding effective advisors, establishing strong governance structures, increasing engagement, and measuring meaningful outcomes.

Designed specifically for rural healthcare leaders, this session will explore how PFACs can become powerful strategic assets that improve care quality and safety, save hospitals money, and enhance the patient experience, including boosting HCAHPS scores.

Participants will learn how to:

- Build the executive case for a PFAC in a rural hospital setting
- Launch a council with a strong structure and clear purpose
- Recruit and engage diverse patient and family advisors
- Strengthen existing PFAC participation and effectiveness
- Expand PFAC influence across hospital initiatives
- Measure and communicate PFAC impact
- Sustain long-term leadership support and momentum

Participants will leave with practical, actionable strategies to either start a PFAC or elevate an existing council into a high-performing driver of patient-centered improvement.

Continuing Education: Contact Hours: 1.0

Application being made to MN Board of Nursing. It is the responsibility of the attendee to determine whether these activities meet the current criteria for continuing education.

Registration Fees

Medi-Sota Members: FREE

Non-Medi-Sota Members: \$50/Person

Prior to the program, you will receive an email with course connection & materials. Registration Deadline: September 23rd by 5 pm this ensures all registrants will receive course information & any materials in a timely manner.

If you should have any questions, contact
Alyssa Christianson at achristianson@medi-sota.org

*Medi-Sota, Serving Rural Health
Care*

Cancellations must be made no later than 15 business days prior to the start of the course. The full course fee will be charged if cancellation is made in less than 15 business days. Full refunds will be given for all classes cancelled by Medi-Sota. Registration is transferable to another person.