

Patient Safety Committee Community Member

Recruitment and Onboarding – Patient Safety Officer (PSO) Checklist

Act 13 of 2002 (MCARE) states community members are:

“...residents of the community served by the medical facility who are not agents, employees or contractors of the medical facility.”

Per PA [Act 13 of 2002 \(MCARE\)](#) law:

- ✓ Hospitals are required to have at least **two** community members on their Patient Safety Committee (PSC)
- ✓ Ambulatory surgical facilities, birthing centers, and abortion facilities are required to have at least **one** community member

*The MCARE law requires the minimum number of sitting community members on the PSC per facility type. Some facilities choose to recruit additional community members to allow scheduling flexibility and to ensure community member presence at PSC meetings.

Recruitment	Date
<p>Identify sources to locate potential recruits. Suggestions include but are not limited to:</p> <ul style="list-style-type: none"> ✓ Family members or neighbors of staff from the local community ✓ Facility volunteer departments ✓ Retired employees ✓ Local community groups – organizations may have a community relations department that could be helpful to identify potential recruits ✓ Local business owners ✓ Local faith-based organizations ✓ Local assisted living or nursing home residents interested in volunteer opportunities <p style="text-align: center;">PSO initial outreach to a potential new community member</p> <p>At this point, you may only be exploring their interest. Give a high level overview of the role, recognizing additional information can be provided during their orientation if they accept an appointment.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Introduce yourself and your role within the organization. <input type="checkbox"/> Give an overview of the purpose of community members and their key functions. <input type="checkbox"/> Explain why your organization values patient involvement and the role of the PSC within your patient safety plan. <input type="checkbox"/> Outline the requirements of Act 13. <input type="checkbox"/> Describe the typical time commitment and provide meeting logistics (e.g., date, time, and location). <input type="checkbox"/> Discuss any potential confidentiality requirements. <p>If the potential candidate agrees to join your committee, begin the onboarding process.</p>	

Onboarding	Date
<p><input type="checkbox"/> Your organization should determine ahead of time if they will offer any reimbursement/stipend for expenses such as travel, time, and/or parking, e.g., providing a voucher or parking pass.</p> <p>Gather key contact information:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Mailing address <input type="checkbox"/> Email <input type="checkbox"/> Phone number(s) <input type="checkbox"/> Brief bio (for introductions later to full committee) <p>Determine preferred contact methods:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Discuss how content materials will be shared and handled <p>Discuss meeting logistics:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Scheduling for recurring committee (day/time) <input type="checkbox"/> Location <input type="checkbox"/> Parking: discuss where they should park and if there is a charge 	
Orientation	Date
<p><input type="checkbox"/> Discuss and obtain signature on any Confidentiality Agreements, if applicable.</p> <p>Gather Community Member Resources (Disseminate based on their preference of electronic/hard copy):</p> <ul style="list-style-type: none"> <input type="checkbox"/> Community Member “A Call to Serve” Handout <input type="checkbox"/> MCARE Primer <input type="checkbox"/> Act 13 (MCARE) <input type="checkbox"/> Act 52 <input type="checkbox"/> Patient Safety Authority Flyer: “Who We Are” (One-Page) <input type="checkbox"/> Patient Safety Authority Website – examples of consumer tips <input type="checkbox"/> Sample Patient Safety Committee Meeting Agenda with Recurring Reports <input type="checkbox"/> Sample Confidentiality Agreements <input type="checkbox"/> List of current committee members with title and role <input type="checkbox"/> Consider providing a folder or binder with these resources that your new community member can bring to meetings. 	

Initial Meeting	Date
<ul style="list-style-type: none"> <input type="checkbox"/> Agree on a location where you or your delegate will meet your community member and escort them to the meeting space. <input type="checkbox"/> Introduce the new community member at the beginning of the meeting. <input type="checkbox"/> Ask the committee members to each introduce themselves and their role. <input type="checkbox"/> Plan to spend some time immediately after the meeting to debrief: <ul style="list-style-type: none"> ✓ How was their first meeting experience? ✓ Was there anything confusing or difficult? ✓ Do they have any additional questions? <input type="checkbox"/> Thank them for coming! <input type="checkbox"/> Make sure they are comfortable finding their way to the exit or have them escorted. 	
Follow-up	Date
<ul style="list-style-type: none"> <input type="checkbox"/> Schedule a call or in-person meeting with new community member after the third meeting they have attended: <ul style="list-style-type: none"> ✓ How has their experience been after several meetings? ✓ Has the experienced been generally what they expected? ✓ What challenges do they continue to have? ✓ Has anything surprised them? ✓ Do they feel comfortable speaking up and asking questions? ✓ Is there anything you can do to assist them further? <input type="checkbox"/> Thank them again for joining your committee! 	