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.

<table>
<thead>
<tr>
<th>Recruitment</th>
<th>Date</th>
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<tbody>
<tr>
<td>Identify sources to locate potential recruits. Suggestions include but are not limited to:</td>
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<td>✓ Family members or neighbors of staff from the local community</td>
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<td>✓ Facility volunteer departments</td>
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<td>✓ Retired employees</td>
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<td>✓ Local community groups – organizations may have a community relations department that could be helpful to identify potential recruits</td>
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<td>✓ Local business owners</td>
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<td>✓ Local faith–based organizations</td>
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<td>✓ Local assisted living or nursing home residents interested in volunteer opportunities</td>
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**PSO initial outreach to a potential new community member**

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.

☐ Introduce yourself and your role within the organization.

☐ Give an overview of the purpose of community members and their key functions.

☐ Explain why your organization values patient involvement and the role of the PSC within your patient safety plan.

☐ Outline the requirements of Act 13.

☐ Describe the typical time commitment and provide meeting logistics (e.g., date, time, and location).

☐ Discuss any potential confidentiality requirements.

If the potential candidate agrees to join your committee, begin the onboarding process.
### Onboarding

- 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.

**Gather key contact information:**
- Mailing address
- Email
- Phone number(s)
- Brief bio (for introductions later to full committee)

**Determine preferred contact methods:**
- Discuss how content materials will be shared and handled

**Discuss meeting logistics:**
- Scheduling for recurring committee (day/time)
- Location
- Parking: discuss where they should park and if there is a charge

### Orientation

- Discuss and obtain signature on any Confidentiality Agreements, if applicable.

**Gather Community Member Resources (Disseminate based on their preference of electronic/hard copy):**
- Community Member “A Call to Serve” Handout
- MCARE Primer
- Act 13 (MCARE)
- Act 52
- Patient Safety Authority Flyer: “Who We Are” (One-Page)
- Patient Safety Authority Website – examples of consumer tips
- Sample Patient Safety Committee Meeting Agenda with Recurring Reports
- Sample Confidentiality Agreements
- List of current committee members with title and role
- Consider providing a folder or binder with these resources that your new community member can bring to meetings.
### Initial Meeting

- Agree on a location where you or your delegate will meet your community member and escort them to the meeting space.
- Introduce the new community member at the beginning of the meeting.
- Ask the committee members to each introduce themselves and their role.
- Plan to spend some time immediately after the meeting to debrief:
  - How was their first meeting experience?
  - Was there anything confusing or difficult?
  - Do they have any additional questions?
- **Thank them for coming!**
- Make sure they are comfortable finding their way to the exit or have them escorted.

### Follow-up

- Schedule a call or in-person meeting with new community member after the third meeting they have attended:
  - 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?
- **Thank them again for joining your committee!**