

Join the Patient and Family Advisory Council (PFAC)

Frequently Asked Questions



Why is Western Reserve Hospital creating the Patient and Family Advisory Council (PFAC)?

We are creating this Council to empower patients and families to take an active role in improving the patient experience at Western Reserve Hospital. We recognize that patient and family input and feedback are crucial in helping us provide the best possible care for our patients.

What is the purpose of the PFAC?

The PFAC will provide a forum to discuss a variety of issues and challenges affecting patients, family members and the community in order to improve the planning, delivery, and evaluation of health care. The PFAC will serve as an advisory resource for employees, staff, and administration by assisting in the identification of best practices, identifying gaps in services and recommending new policies, programs, strategies or services to best address the needs of the patient and family members.

What do I need to do to become a member?

Interested applicants will need to first fill out a written application and return it to the PFAC group. We will then contact you for a follow-up phone or in-person interview.

What are member responsibilities?

The Patient and Family Advisory Council will be the first of this type of Council at Western Reserve Hospital. Members will be expected to commit to at least a one year term and attend and actively participate in meetings.

What if I need to miss a meeting?

We understand that patients and families may need to miss a meeting or two. However, in order for the Council to be effective, we need our members to make every effort to attend every meeting.

Will I be reimbursed for my time?

PFAC members participate on a strictly volunteer basis; therefore, no time based compensation is provided. However, you will be provided with free parking and a meal at every meeting.

What qualities are important for a PFAC member?

We are seeking families and patients who are able to:

- Share insights and information about experiences
- See beyond your own personal experience
- Show concern for more than one issue or agenda
- Listen well and respect the perspectives of others
- Speak comfortably in a group
- Interact well with many different types of people
- Work easily in partnership with others

More questions?

Please contact
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