

# Patient and Family Advisory Council (PFAC)

## Frequently Asked Questions

### What is the purpose of the PFAC?

Western Reserve Hospital recognizes that patient and family engagement is crucial in helping us provide the best possible care for our patients. The PFAC provides a forum to discuss a variety of issues and challenges affecting patients, family members, and the community to improve the planning, delivery, and evaluation of health care. It also serves 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 patients and their family members.

### What do I need to do to become a member?

Interested applicants will complete the online application form and will later be contacted for a follow-up phone or in-person interview.

### What qualities are important for a PFAC member?

We are seeking patients and patient family members who can:

- Share insights and information about experiences
- See beyond their own personal experience
- Show concern for more than one issue or agenda
- Offer constructive feedback
- 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

### What are member responsibilities?

PFAC members participate on a strictly voluntary basis and will be asked to commit to at least a one-year term of attendance and active participation in meetings.

### More questions?

Please contact:

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