

Patient and Family Centered Care-Principles

Communication

- ❖ Listen to patients\family
- ❖ Sharing information
- ❖ Meaningful dialogue between patient, families and healthcare providers

Respectful Relationships

- ❖ Based on compassion, dignity and trust
- ❖ Honor patient and family perspectives

Collaboration

- ❖ Staff, patients and families form an alliance
- ❖ Mutually beneficial partnerships are created between staff and patients and families

Meeting Info

- ❖ Introductions
- ❖ Welcome
- ❖ What is PFAC
- ❖ Roles/Agreements
- ❖ Goals
- ❖ Open discussion about future enhancements
- ❖ Wrap it up

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Patient and Family Advisory Council
(PFAC)

*Purpose –
To serve as a formal mechanism
for involving
patients, family and staff as
partners for
policy and program decision
making in
healthcare settings.*

Patients and families
are part of their care
and we as caregivers
are part of their
experience

Taken from Calgary Health Region Presentation- IHI 2007

What is a PFAC

A Patient and Family Advisory Council (PFAC) partners patients and families with members of the healthcare team to provide guidance on how to improve the patient and family experience. As part of this PFAC process, patients and families are invited to serve on the office committee to ensure that the consumer's point of view, perspective, and experience are not only heard, but also integrated into the service and quality improvements that are engineered to ensure high-quality, customer-centered care. Through their unique perspectives, they give input on issues that impact care.

What are the benefits of a PFAC?

For the Healthcare Organizations:

- Provide an effective mechanism for receiving and responding to consumer input.
- Result in more efficient planning to ensure that services really meet consumer needs and priorities.
 - Lead to increased understanding and cooperation between patients, families and staff.
- Promote respectful, effective partnerships between patients, families and clinicians.
 - Transform the culture toward patient-centered care.
- Develop programs and policies that are relevant to patient's and families' needs.
- Strengthen community relations.
- Recognize that collaboration with their providers through patient-centered care leads to better self-management of chronic conditions and improved adherence to medication regimens.

For Patients and Families

- Gain a better understanding of the healthcare system.
 - Appreciate being listened to and having their opinions valued.
- Become advocates for the patient and family-centered healthcare in their community.

- Understand how to become an active participant in their own healthcare.
- Develop close relationships with other members on the council.
- Provide an opportunity to learn new skills (facilitating groups, listening skills, telling their story).

The provision of care is not the
same as
the experience of the illness-both
perspectives are needed

Agenda Request

(tear off and return to the office)

Presenter: _____

Phone #: _____

Short Summary of the Subject:

Issues Related to the Subject:

Support/Action Requested by the Council: