**Patient & Family Advisory Council (PFAC)**
**Frequently Asked Questions**

## WHAT IS THE PATIENT & FAMILY ADVISORY COUNCIL?

The Patient & Family Advisory Council is a diverse group of current or recent patients or family members who represent the collective voice of our patients and families. Council members offer advice, information, and recommendations to support patient care, planning, policies and procedures. Information provided by this group provides leaders and staff with a better understanding of how to improve quality, program development, service excellence, communications, patient safety, facility design, patient and family education, staff orientation and education, and patient/family experience and loyalty.

## WHO ARE THE COUNCIL MEMBERS?

Members are patients and/or family members of patients who are willing to actively participate in discussions and recommend solutions.

## HOW LONG DO MEMBERS SERVE ON THE COUNCIL?

Council members serve varying terms of commitment. We ask members to make an initial two- year commitment. We also understand that "life happens" and commitments may need to be amended.

## WHAT TYPES OF ISSUES WILL THE COUNCIL ADDRESS?

The council may discuss any aspect of hospital, clinic, or support operations — including admission/discharge practices, facility design and patient safety or communication. The goals of the council are to:

1. Strengthen decision-making by drawing upon the diverse experiences and viewpoints of the people who look to CentraCare Health for care.

2. Offer insight and recommendations for improving quality, service, safety, access, education, and patient/family satisfaction and loyalty.

3. Serve as a coordinating group to receive and respond to patient and community input, channeling information, needs and concerns to staff and administration.

4. Enhance relationships between CentraCare patients, families, and the community.

5. Reflect the unique culture of each CentraCare facility and reflect the socio- demographics of the health system's patient service area.

**WHEN AND WHERE ARE MEETINGS HELD?**
The Council will meet 4 to 6 times per year. Meetings will be held during the later afternoon or evening for approximately two (2) hours at a CentraCare facility or via Microsoft Teams.

**WHAT IF I NEED SPECIAL ACCOMMODATIONS TO PARTICIPATE?**
CentraCare will work with selected advisor members to help meet any requirements to attend the Patient & Family Advisory Council meetings. Accommodations (e.g., language interpreters) will be made available if needed.

**WHAT IF I AM AN EMPLOYEE OR A FAMILY MEMBER OF AN EMPLOYEE?**
CentraCare values the feedback of its employees as well as family members of employees. All applicants will be considered for membership on the Patient & Family Advisory Council.

**WILL I BE COMPENSATED FOR MY TIME AS A PATIENT & FAMILY ADVISORY COUNCIL MEMBER?**
No, members will serve as volunteers and will not receive compensation for their time.

**HOW DO I KNOW THAT I AM READY TO BE A MEMBER OF A PFAC?**
I am ready to be a Patient & Family Advisory Council member when:

- I am willing to talk about the positive and negative care experience I had as a patient or family member of a patient.
- I am coping well and am ready to respectfully share my ideas about how things could have gone differently if I had a negative experience.
- I am ready to speak up and share suggestions and potential solutions to help improve care of other patients and family members.
- I am willing to think beyond my own personal experiences.
- I can bring a positive attitude to discussions.
- I can listen to and think about what others say, even when I disagree.

***Due to the confidential nature of topics and patient privacy, council members will be required to sign a privacy and confidentiality contract.**

For additional information, please call **Tracy Eisenschenk at 320-251-2700, ext. 54428,** or **email PatientExperience@centracare.com.**