

FCPHD #1 Patient and Family Advisory Council

By Amanda Chilvers, Rehab Therapy Manager and Quality Improvement Team members

It's time for New Year's resolutions and setting the stage for positive changes. With this in mind, FCPHD is taking the initiative to put together a new group of community members in 2018 to create our first Patient and Family Advisory Council (PFAC). The goal of the council is to:

- Identify and implement ways of improving the care experience for all patients and families
- Discuss and plan changes to improve facility quality and safety

The district will be recruiting for council members and advisors beginning in the spring of 2018, which will include patients, families, hospital staff, and clinicians. You do not need any special qualifications to be an advisor. What's most important is your experience as a patient or family member.

A patient and family advisor is someone who:

- Wants to help improve the quality of our facility care
- Gives feedback to the district based on his or her own experiences as a patient or family member
- Helps us plan changes to improve how we take care of patients
- Works with the district for either short-

or long-term commitments, depending on the project

- Volunteers his or her time (usually at least 1 hour and not more than 4 hours per month)

Advisors provide a voice that represents the collective group of patients and families who receive care at FCPHD. They partner with hospital doctors, nurses, and administrators directly to help improve the quality and safety of care we provide for our community.

When you or your family member received services from the district, did you think there were things we could have done better? Or maybe you have ideas about how to make sure other patients and families get the best care possible? This is your opportunity to provide input and why you may be a good fit as a PFAC Advisor. Let's work together to make our district the best it can be!

To get more information about becoming a volunteer advisor at FCPHD or to find out how to apply:

Call Adam Volluz at 509-775-8233 or email VolluzA@fcphd.org

Prior Hospital Happenings available at <http://www.fcphd.org/news.html>.

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