

# Patient Family Advisory Councils



A patient and family advisory council (PFAC) is a group of engaged stakeholders who care about the work of your hospital and meet regularly to discuss how to improve the quality of patient and family care.

Colorado Hospital Association is committed to helping hospitals engage with patients and families in a meaningful way by providing tools and educational resources to support family-centered care.



## Benefits of a Patient Family Advisory Council:

- Provides an effective means for receiving and responding to consumer feedback and ensures that staff and services meet consumer needs and priorities
- Fosters a respectful and productive partnership between patients, families and providers
- Offers a safe forum for developing solutions to challenges faced by patients, families, the program and organization
- Creates an emotionally supportive group for patients and families

**A PATIENT FAMILY ADVISORY COUNCIL BENEFITS PATIENTS, THE HOSPITAL AND PROVIDERS.**



### Patients

are engaged as an advocate in their own health care experience and for the hospital



### Hospitals

are engaged in developing programs and policies that are relevant to its patients' needs



### Providers

are engaged in providing patient-centered care

## Examples of what Colorado hospital Patient Family Advisory Council members have accomplished:

- ✓ **Reviewed and revised** consent forms, medication sheets, discharge instructions, education on strokes and hospital welcome brochures
- ✓ **Participated** in executive rounding and new staff orientation to advise on provider and staff communication and interactions with patients and families
- ✓ **Addressed** the adequacy of handicapped parking, stair safety, exterior lighting and parking lot safety

For questions about how to create, sustain or improve a PFAC, please email CHA at [Patient.Safety@cha.com](mailto:Patient.Safety@cha.com)