

Why Build a Patient and Family Advisory Committee?

With the shift in the health care landscape from volume to value, more hospitals are engaging patients in their everyday hospital activities. Like any profession, learning from the consumer can provide great insight on how to provide better service. Integrating Patient and Family Advisory Committee (PFAC) within the hospital setting is an excellent approach to learn from patients and increase the quality of care delivered in a hospital. Hospitals across the country are beginning to recognize the many benefits of working with patients and families such as: Improved quality and patient safety.



Prowers Medical Center
2016

PROWERS MEDICAL CENTER

PFAC Patient Family Advisory Committee



**401 Kendall Drive
Lamar, CO 81052
719.336.4343**

PFAC QUESTIONS

As a valued patient and/or member of our community, we would appreciate you taking 5 minutes to complete our short survey.

Your opinions and suggestions are very important to us!

Attached is a self-addressed envelope to return the survey to us.

Thank you for your time

Is information given to patients on how to access their medical records?

YES NO

Do you feel the hospital has appropriate and clear signage?

YES NO

Do you feel that a patient advocate is needed for Prowers Medical Center?

YES NO

Do you feel that a patient advocate is needed for Prowers Medical Group?

YES NO

Suggestions: _____

How would you rate the services from each of these departments?

(1 - Excellent; 2 - Good; 3 - Neutral; 4 - Fair; 5 - Poor)

ER	1	2	3	4	5
LAB	1	2	3	4	5
IMAGING	1	2	3	4	5
RESPIRATORY	1	2	3	4	5
ADMISSIONS	1	2	3	4	5
OB	1	2	3	4	5
BILLING	1	2	3	4	5
AUTH/SCHED	1	2	3	4	5
CHEMO	1	2	3	4	5
MED SURG	1	2	3	4	5
FOOD SERVICE	1	2	3	4	5
ADMIN	1	2	3	4	5
SURGERY	1	2	3	4	5
FACILITIES	1	2	3	4	5
MED REC	1	2	3	4	5
PMG	1	2	3	4	5

Comments: _____

Are you interested in participating with our PFAC (Patient Family Advisory Committee)?

YES

NO