

# What is a Patient & Family Advisory Council (PFAC) Member?

A PFAC Member is someone who:

- Wants to help improve the quality of our hospital's care for all patients and family members.
- Gives advice to the hospital based on his or her own experiences as a patient or family member.
- Partners with staff on how to improve the patient experience.
- Works with staff for either short or long-term commitments, depending on the project.
- Volunteers his or her time (typically 1- 4 hours per month).

PFAC Members provide a voice that represents all patients and families of patients who receive care at LACGH.

They partner with staff and physicians to help improve the quality of our Hospital's care for all patients and family members.

## Why should you become a Member of PFAC?

When you or your family member were in the hospital, did you think there were things we could have done better?

Do you have ideas about how to make sure other patients and families get the best care possible?

At LACGH, PFAC Members provide feedback and co-develop programs/projects to help us improve the quality and safety of care we provide.



## Who can be a PFAC Member?

You are eligible to be a member of PFAC if you or a family member received care at LACGH within the last three years.

You do not need any special qualifications to be a PFAC member. What's most important is your experience as a patient, family member, or carer of a patient.

## What do PFAC members do?

If you are PFAC member at LACGH, you can help in the following ways:

- Sharing your story. Members help by talking about their health care experiences with clinicians, staff, and other patients.
- Participating in committee work. Members bring their perspective to the decision-making table.
- Review or help create educational or informational materials. Members help review or create materials like websites, health information handouts, and discharge instructions. Members help us make these materials meaningful for all patients and family members to understand and use.
- Work on short-term projects. We ask Members to partner with us in co-developing improvements — for example, helping to plan and design a family resource center.

**Interested in Applying to become a PFAC Member?**

**Please click the link below and complete the application.**

**[PFAC Application Form](#)**



## For more information

Visit our website:

<http://web.lacgh.napanee.on.ca>

Email:

[patient.relations@lacgh.napanee.on.ca](mailto:patient.relations@lacgh.napanee.on.ca)

Phone: 613-354-3301 x460

Become a member  
of the LACGH  
Patient & Family  
Advisory Council

## Is being a PFAC Member right for you?

Being a member of PFAC may be a good match with your skills and experiences if you can:

- Partner with staff to help improve hospital care for others.
- Talk about your experiences as a patient or family member and consider experiences beyond your own.
- Share your thoughts on what went well and how things could have been done differently.
- Work with people who may be different from you. Listen to and think about what others say, even when you disagree.
- Bring a positive attitude to discussions.
- Keep any information you may hear as an advisor private and confidential.
- Volunteer 1 - 4 hours of time per month.



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future healthcare  
at LACGH!