

NVCH Patient/Family Advisory Committee (PFAC)

What is PFAC?

The Patient/Family Advisory Committee (PFAC) partners patients and families with members of the healthcare team to provide guidance on how to improve the patient and family experience.

Why have PFAC?

The care experience, as perceived by the patient and their family is a key factor in healthcare quality and safety.

Purpose of PFAC?

To improve patients' experiences by giving the patients a voice on the healthcare team.

Goals of PFAC

- Promote patient and family-centered care by bringing the ideas and perspectives of patients and families directly into the planning, delivery and evaluation process.
- Provide education and support to patients, families and staff on patient and family centered care and how to effectively work together to improve the quality of care.
- Engage patients and their families in defining quality healthcare and defining goals to move toward to meet these new definitions.

Benefit to Patient and Families

- Gain a better understanding of the healthcare system
- Appreciate being listened to and having their opinions valued. The input provided by our patients and advisors will be used to develop programs and policies relevant to patients' and families' needs.
- Understand how to become an active participant in their own healthcare.
- Provide an opportunity to assist with meaningful change.
- Become advocates for patient and family-centered healthcare in their community.
- Recognize that collaboration between patients and providers through patient-centered care leads to better self-management of chronic conditions and improved adherence to medication regimens.

What does Patient and Family Centered Care look like?

- **Respect and Dignity**—Listen to and honor the perspective of patients and their families.
- **Information Sharing**—Provide timely, complete and accurate information to allow patients and families to participate in making decisions involving their care.
- **Participation**—Encourage and support participation in care. Teach concepts of participation.
- **Collaboration**—Collaborate with Patient Family Advisors on current and future projects planned by the hospital.

For additional information about the Nemaha Valley
Community Hospital PFAC please contact
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