



PATIENT & FAMILY ADVISORY COUNCIL (PFAC)

The Patient and family centered care is an approach to the planning, delivery and evaluation of healthcare that is grounded in mutually beneficial partnerships among patients, families, and health care providers. It is founded on the understanding that the family plays a vital role in ensuring the health and well-being of patients of all ages. The four principles are Dignity, Respect, Information sharing and Participation/ Collaboration.

Sharing the Vision. Cloud County Health Center's moto, "Reaching out to Serve" coupled with the Patient & Family Advisory Council (PFAC)'s vision THE PLATINUM RULE: DO UNTO OTHERS AS THEY WANT TO HAVE THEM DONE...

If you become an advisor for our hospital, you can help CCHC in the following ways...

- Share your story
- Participate in discussion groups
- Review or help create identified informative materials
- Work on short-term projects for patient improvements
- Serve on the PFAC. Advisors tell us what it is like to be a patient in our hospital and what ways we can improve the experiences.

Is being a Patient & Family Advisor right for you? It may be a good match if...

- You can speak up and share suggestions and potential solutions to help improve hospital care for others.
- You can talk about your experiences as a patient or family member—but also think beyond your own personal experiences
- Talk about both positive and negative care experiences and share your thoughts on what went well and how things could have been done differently.
- Work with people who may be different than 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.

All PFA's must:

1. Fill out an application
2. Complete a background check
3. Interview with PFA's
4. Orientation
5. Be able to attend an hour meeting once a month
6. Support the hospital in growth and success.

If you want more information in how you can become a part of Cloud County Health Care Center's Patient & Family Advisory Council, Call **Rose Koerber at 785-243-8588** or **Pam Blochlinger at 785-243-1234**. Leave your name and number and state you are interested in more information on PFAC!

EVERY patient or family member has a story that can help professionals better understand the patient experience and improve care.

We are ALL patients. Patient and family advisors are our Partners in care.