Local Patient and Family Advisory Councils

Person Centred Care is an approach to the planning, delivery, and evaluation of health care that is based on partnerships between health care providers, patients, and families.

# What is a local Patient and Family Advisory Council (PFAC)?

Patient and Family Advisory Councils (PFACs) are regular meetings with patient partners (community members with a health care experience), healthcare leaders, and healthcare providers to make sure all perspectives are included in service planning, delivery, and evaluation. The work of the PFAC is supported by {Health Authority} values of respect, caring and trust, Our Shared Commitments, and We Together.

# What does the PFAC do?

* Supports meaningful and appropriate patient and family engagement
* Contributes to strategic and operational planning related to the patient experience
* Supports policy development, implementation and evaluation
* Promotes a Person-Centred Care Philosophy and approach to care
* Supports initiatives to improve quality and patient safety

# Examples of opportunities in a PFAC?

* Review and analyze real time patient experience data
* Share ideas for ways to implement policies
* Provide feedback on patient education materials
* Provide feedback on quality improvement projects
* Contribute to communication strategies such as websites and signage

# What level of engagement are PFACs?

* The level of engagement (goal of the relationship) ranges between consult, involve, and collaborate. Consult involves asking patient partners for feedback and reflecting on their perspective at a specific point in the project or at the involve level feedback is requested throughout the project. Collaborate involves incorporating patient partners into the decisions.

# What supports are available for a PFAC?

PFACs are supported by:

* {Health Authority} Patient Engagement team
  + Support recruitment and orientation, support agenda planning and executive team, seek resources, guide presenters
* Volunteer Resources
  + Support recruitment and orientation, ongoing site support
* Local Executive Leadership team
  + facilitate meetings, be a part of the meetings with those that express interest in participating

# Qualities of a Patient Advisory Council Member:

* Share insights and information about their experiences in a way for others to learn
* See beyond their own personal experiences
* Show concern for more than one issue or agenda
* Respect the perspectives of others
* Speak comfortably in a group
* Work well in partnership with others
* Be committed to attend meetings
* Be collaborative