

**University Health Patient and Family Advisory Council (PFAC)**

**Frequently Asked Questions (FAQ’s)**

**What is a PFAC?**

A patient and family advisory council (PFAC) is a committee of current and former patients, family members and caregivers, providers, staff and administrators that works together to advance best practices at a hospital or healthcare system. Volunteer patients, families and caregivers co-collaborate with employees (clinical, administrative and support) and community partners to provide guidance on how to better identify the needs of a patient population and bring patients and clinicians views closer together.

**Why does University Health have PFACs?**

The PFAC is a vital asset of University Health. Its mission is to foster meaningful and purposeful collaboration among patients, families, caregivers, providers, staff and administrators to ensure the continued provision of high quality, compassionate care for our community.

**What is Patient-and Family-Centered Care?**

University Health fundamentally believes that patient, families and caregivers should be active partners working together to improve healthcare policies, programs, day-to-day practices within our healthcare system. It is based on the following key principles developed by the Institute for Patient-and Family Centered Care (IPFCC).

Patient- and family-centered care is an approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care providers, patients, and families.

* **Respect and Dignity.** Health care practitioners listen to and honor patient and family perspectives and choices. Patient and family knowledge, values, beliefs and cultural backgrounds are incorporated into the planning and delivery of care.
* **Information Sharing.** Health care practitioners communicate and share complete and unbiased information with patients and families in ways that are affirming and useful. Patients and families receive timely, complete and accurate information in order to effectively participate in care and decision-making.
* **Participation.** Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.
* **Collaboration.** Patients, families, health care practitioners, and health care leaders collaborate in policy and program development, implementation, and evaluation; in facility design; in professional education; and in research; as well as in the delivery of care. (IPFCC)

**What is a PFA?**

A Patient and Family Advisor (PFA) is someone who:

* Has a strong desire to improve the quality of care for all patients and their family members
* Shares their own experiences as a patient, family member or caregiver at University Health or within any healthcare system, and provides constructive feedback based on their experience(s)
* Actively participates in planning of processes and procedures that improve patient care and/or patient experience and commits to full participation in assigned projects
* Attends scheduled monthly meetings at assigned PFAC location

PFAs voluntarily provide a community voice for current and former patients, family members and caregivers at University Health or within any healthcare system. Their unique perspectives are invaluable in ensuring a supportive environment for all patients, families and caregivers who walk through our doors.

All PFAs are trained in patient-and family-centered care core concepts, and commit to a 1 or 2 year membership term.

**What do PFAC members do?**

A PFAC is a council made up of PFAs, providers, staff, administrators and community partners. PFAC members provide advice to University Health so improvements can be made to help other patients, families and caregivers. This is done by taking part in regular meetings on the PFACs as well as by helping out on committees and working groups.

**What does the PFAC not do?**

The PFAC does not take on the cause of a specific patient, family member, caregiver or a special interest group. It is important to remember that the PFAC provides advice to University Health and does not have the final say about how services are delivered.

**What is the time commitment of a PFAC member?**

Each PFAC meets ten times per year. Meetings are usually held late in the afternoon so members who work are able to attend. Members will also be asked to help on committees, workgroups or special projects as needed.

**How many PFACs do we have at University Health?**

There are presently four PFACs: Inpatient PFAC, Ambulatory PFAC, Women’s Health Services & Pediatric PFAC and a Senior Services PFAC.

**How do you become a PFAC member?**

By reading this PFAC FAQ, you have taken the first steps to becoming a member. You may nominate a member or self-nominate by clicking [here](https://www.universityhealth.com/patient-visitor-resources/why-choose-university-health/patient-family-resource-center/apply-online).

**How do I find out more about the PFAC?**

If you are interested in becoming a member of the PFAC or have additional questions, please contact [PFAC@uhtx.com](mailto:PFAC@uhtx.com) or call our main office line at 210.358.7176.