

## Saint Mary's Regional Health System Patient & Family Advisory Council (PFAC) FAQ's for Applicants

### Mission

The mission of the Patient and Family Advisory Council (PFAC) is to advocate open communication and collaboration between patients, families, caregivers, and the healthcare team. Aligned with Lifepoint Health's core values of championing patient care, embracing individuality, and making a difference together, we are committed to ensuring a safe, patient-centered experience and fostering a culture of trust, respect, and continuous improvement at *Saint Mary's Regional Health System*.

### Council Responsibilities

**Represent:** Represent patient and family perspectives on the healthcare experience at *Saint Mary's Regional Health System* and make recommendations for improvement.

**Advise:** Serve as a sounding board for implementation of new and existing programs across the hospital.

**Collaborate:** Partner with staff and administration to provide recommendations that will enhance the patient and family experience.

**Share:** Offer insights and information based on personal experiences with *Saint Mary's Regional Health System* to guide opportunities for improvement.

**Embrace Individuality:** Actively listen to understand and respond to the unique perspectives of fellow members.

**Support:** Respect the perspectives of others and work together as a team to improve the patient and family experience at *Saint Mary's Regional Health System*.

### Council Structure & Membership

- a) **Size:** The PFAC will contain up to 12 patient and family community members. Up to 3 *Saint Mary's Regional Health System* staff can be present, with a minimum of *Saint Mary's Regional Health System* Co-Chair facilitator present.
- b) **Membership Terms:** Members serve a two-year term, with rotations based on the start of their initial term and have the option to renew if desired. During and after their term, members may also serve as advisors on other committees.
- c) **Meetings:** Held *monthly* at *Saint Mary's Regional Health System*, with virtual attendance allowed upon request. Members may resign or request to leave at any time.
- d) **Attendance:** A 50% meeting attendance is expected. Members who miss two consecutive meetings without notice may be asked to leave the council.
- e) **Confidentiality:** Member health information discussed at meetings will remain confidential.

### Membership Criteria

- A patient applicant or their family member must have had a recent experience with *Saint Mary's Regional Health System* (within the last 2 years).
- Consideration will be made to maintain a diverse PFAC representing our diverse patient population.
- Members must be able to fulfill the Council Responsibilities of the PFAC and attend at least 50% of meetings.
- Commitment to serve for a 2-year term with potential to renew or step down at the end of the term.

### PFAC Outputs

- The PFAC will provide an annual report and regular updates to *Saint Mary's Regional Health System* leadership.
- The PFAC may participate in educational and policy-making forums.
- The PFAC will serve as community liaisons, connecting with patients and families in the broader community.
- PFAC members may also serve on other committees across the hospital system as appropriate.