

PFAC is a group of volunteer patients and family members from diverse backgrounds who have had experiences using the services at Arnprior & District Memorial Hospital (ADMH). These advisors work alongside hospital staff as quality improvement partners.

Engaging patient and family members through the use of PFACs is a strategy used by the hospital across the country. Volunteer PFAC advisors provide a fresh and insightful perspective that is needed to address the current gaps in the system and to improve the patient experience. Patient and family engagement takes away the need for staff to make assumptions about what patients value and how they and their families can contribute. In turn, this leads to improvements in the overall patient experience.

What are PFAC's goals?

- To share ideas for the purpose of problem solving and improving the patient/families experience
- To maintain two-way communication between patients and the hospital
- To give input on items that are important for both the hospital and the patients/families

Who can join?

- (Former) patients or family members of patients who have received services at ADMH within recent years
- Are 18 years or over

What is time commitment?

- 2 hour bi-monthly meetings (6 per year)
- Commit for a minimum of 2 years



To learn more about the PFAC and/or if you wish to become a member please contact:

Susan Leach
Acting PFAC Chair,
Email: patientfamilyadvisorycouncil@arnpriorhealth.ca

AND

Visit the Arnprior Regional Health PFAC webpage for more information

<https://www.arnpriorregionalhealth.ca/index.php/about-pfac>