

What is a PFAC?



BETSY LEHMAN CENTER
for Patient Safety

A PFAC is a group of current and former patients, family members, caregivers, and hospital representatives working together to improve care within their organization. PFACs give hospitals the opportunity to hear directly from community members who are invested in the quality and safety of patient care at their institution. This partnership is critical for ensuring that patients remain at the center of hospital decision-making.

How PFACs can be structured varies by organization. PFACs can represent an entire health care system, a single hospital, or a specialized area such as youth council.

PFAC members make a positive impact and drive change

Some examples of how PFAC members contribute include:

- Reviewing quality and safety information.
- Co-designing initiatives or projects centered around improving the patient experience.
- Providing feedback on other proposed projects – such as wayfinding, research studies, or facility renovations.
- Advocating for improvements that would benefit patients and family members.
- Helping to design communication materials or patient surveys.
- Bringing the patient voice to task forces and committees.
- Serving on hiring committees.
- Helping with staff reward and recognition programs.
- Acting as patient guides and community ambassadors.

Patient and family engagement is key to safe, quality care



Better decisions:

Informed by the lived experience and perspectives of those receiving care.



Stronger partnerships:

Building trust and collaboration between hospitals and their community.



Responsive care:

Evolving systems to meet the actual needs of patients.

