

The role of a PFAC member



**BETSY
LEHMAN
CENTER**
for Patient Safety

Serving on a PFAC means helping hospitals better understand how programs, services, and communications can impact patients and families.

The role of a PFAC member is to amplify the voices of patients and families, while also understanding the many priorities and operational realities that hospitals are facing.

While PFAC members do not make decisions for a hospital, members play a key role in lifting up patient and family voices so they are considered in decision-making.

Members can do this by asking thoughtful questions, raising concerns about how decisions may impact patients and families, and sharing their unique insights and perspectives.



How can PFAC members participate?

PFAC members contribute most effectively when they:

- ✓ Listen to others and provide thoughtful feedback.
- ✓ Share constructive experiences and suggestions.
- ✓ Stay open to different perspectives and ideas.
- ✓ Consider hospital operations, financial realities, priorities, and challenges.
- ✓ Work collaboratively with hospital staff and fellow PFAC members.
- ✓ Help strengthen trust and connections between the hospital and the communities it serves.

What questions can PFAC members ask?

PFAC members center the needs of patients and families by asking thoughtful questions, such as:

- ✓ How is this current situation impacting patients and families?
- ✓ What concerns might patients or caregivers have?
- ✓ Will this proposed change impact certain patients and families, and how can we prepare for that?
- ✓ What information would patients and families want to know?
- ✓ What has already been tried so far?
- ✓ How will we know whether this improves the patient experience?