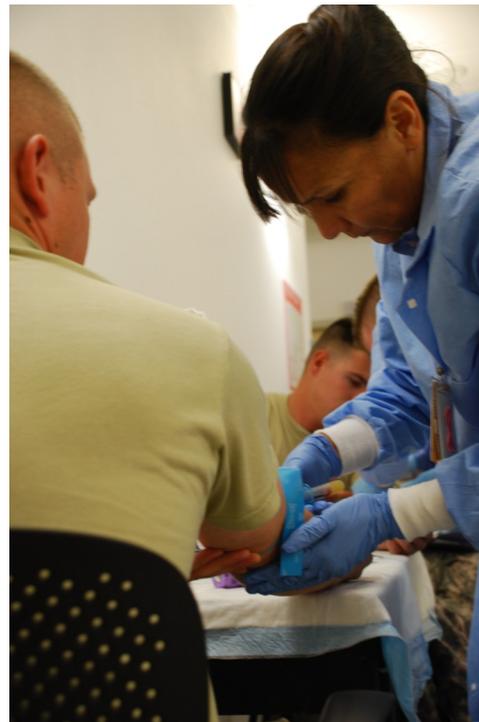


What Can Patient Advisors Do For Patients and Families?

- Advocate for the needs and ideas of families using the hospital.
- Assure family views are taken into account when plans are developed/changed.
- Bring the concerns of families to the right personnel in the hospital organization.
- Represent the rights of our beneficiaries and community.
- Promote family-centered care.
- Improve patient relations/ problem solving.

What Can Patient Advisors do for Healthcare Professionals?

- Help develop or review informational materials
- Provide educational sessions or resources on family-centered care
- Raise awareness about issues of concern
- Offer a response to proposed changes or innovations in the healthcare delivery system.



Contact Us:

DSN: 466-2502

Visit the Hohenfels Health Clinic online at: <https://ermc.amedd.army.mil/hohenfels/index.cfm>



Partners in Care

Patient Family Advisory Council (PFAC)



Our Mission:

The Patient Family Advisory Council (PFAC) is comprised of patients, families and health care professionals dedicated to promoting a culture of excellence in the principles and practice of family centered care. As a group, we provide recommendations and guidance to strengthen collaboration between professionals and families within Bavaria Medical Activity.

The Patient Family Advisory Council IS:

Patients and their family members who receive health care from Bavaria Medical Activity partnering with our health care professionals (docs, nurses, etc.)



What the Patient Family Advisory Council (PFAC) is Not !

- The PFAC is not a support group
- We cannot mandate changes to policies or regulations.
- We cannot authorize expenditure of resources. We act in an advisory capacity providing suggestions to leadership.
- We cannot advocate for special interest groups.
- We cannot advocate for individual patients.
- We cannot provide financial aid or incentives.

How do beneficiaries become members?

- **Step 1:** Call the Chief Nurse at DSN: 466-2502
- **Step 2:** Complete a PFAC application to identify your specific area of interest.
- **Step 3:** Attend the PFAC Training

PFAC is strictly voluntary. If you should choose not to be an advisor you are welcome to participate in other PFCC initiatives, such as special projects, review of educational material, review of policies and more!



PATIENT AND FAMILY CENTERED CARE:
Working **WITH** patients and families, rather than doing TO or FOR them.

What is Patient and Family Centered Care?

The guiding principles in a patient and family centered care organization include:

- **Dignity and Respect:** We will listen to and honor patient and family perspectives and choices. We will understand and respect variability in patient and family knowledge, values, beliefs and cultural backgrounds.
- **Information Sharing:** We will provide accurate, honest, timely and complete information to patients and families in ways that are supportive and useful. We will seek and value the perspective of patients and families in this information exchange.
- **Participation:** We will encourage and support patients and families participating in care and decision-making processes, building strength through participation in experiences that enhance control and independence.
- **Collaboration:** We will collaborate as a team with patients and their families to promote health and healing. We will seek the input of patients and families as advisors and partners in enhancing the quality and safety of health care.

Patient and family participation is essential to the design and delivery of health care. Effective partnerships promotes a culture of healthcare excellence!