

The Johnson Memorial Health Patient and Family Advisory Council

Johnson Memorial Health believes patients and their families should be at the center of all care. Studies have shown that a culture of patient and family centered care leads to better health outcomes and greater patient satisfaction.

The Patient and Family Advisory Council (PFAC) is a prime example of patient and family centered care in action. The PFAC is a diverse group of patients and family members who meet regularly to explore and provide input on ways to improve the JMH patient and family experience and to promote safer care. The PFAC serves as an advisory body, not a decision making body.

Why Should I Join the PFAC?

By becoming a PFAC member and sharing your unique experience, you can help improve Johnson Memorial's services and make a difference in the lives of other patients and their families. If you are selected to become a member, you will be asked to serve a two (2) year term. No education background or experience is required.

What are the Qualities of an Advisor?

Patient and Family Advisors:

- Share insights and experiences from your own experience in productive ways
- Look at experiences from multiple angles; beyond their own personal experiences
- Respect diversity and differing opinions
- Listen well
- Work in partnership with others
- Are passionate about enhancing the healthcare experience

What is Required to be a PFAC Member?

By becoming a member of the PFAC and sharing your insights, you can help improve our services and make a difference in the lives of other patients and their families. To become a member, you must complete the application and be interviewed. Below are the prerequisites to becoming a member of the PFAC:

- Be at least 18 years of age
- Be a current patient, family member or caregiver (within the past 5 years)
- Share Johnson Memorial's commitment to providing quality healthcare services for our community
- Have a positive approach and the ability to share and see different points of view
- Commit to serve for a minimum of two (2) year term

Member openings are limited so it is possible that not all applicants will be asked to serve on the PFAC. However, applications will be kept for future consideration as openings occur.

Submit an application form at johnsonmemorial.org if you are interested in being on the Johnson Memorial Health Patient and Family Advisory Council.