

**Patient and Family Advisory Council (PFAC)  
Summary of PFAC Details**

<b>Description</b>	<ul style="list-style-type: none"> <li>A council that serves in an advisory capacity to the STAR Family Health Team, healthcare providers, and staff on policies, practices, planning to ensure the delivery of patient and family-centered care.</li> </ul>
<b>Goal</b>	<ul style="list-style-type: none"> <li>To gain the advice of patients, family members and caregivers to improve the patient experience and quality of care delivery.</li> </ul>
<b>Background and Vision</b>	<ul style="list-style-type: none"> <li>The STAR Family Health Team is committed to providing excellence in the delivery of care and in the services and programs they provide to the patients of the team.</li> <li>The Patient and Family Advisory Council (PFAC), is created to take part in decision making about the care provided to patients and their families of the STAR Family Health Team, to ensure that it reflects the team's core values of patient centeredness, quality care delivery, respect, and compassion, with the interest to provide continuous improvement.</li> </ul>
<b>Objectives</b>	<ul style="list-style-type: none"> <li>To promote a culture of patient and family-centred care</li> <li>To fulfill an advisory role to policies, practices, planning to ensure the delivery of patient and family-centered care.</li> <li>To support co-design of team-supported initiatives that promote patient and family-centred care</li> <li>To serve as ambassadors and champions for the STAR FHT in the community.</li> </ul>
<b>Accountability</b>	<ul style="list-style-type: none"> <li>The Council will report a minimum of twice per year to the STAR FHT Executive Director. The Executive Director will then provide an update at the next scheduled STAR FHT Board meeting. Any final decisions/actions recommended by PFAC will reside with the STAR FHT Board of Directors.</li> </ul>
<b>Actions of PFAC</b>	<ul style="list-style-type: none"> <li>Assist the team to establish patient- and family-centered care priorities.</li> <li>Assist the team to identify and implement strategies to support patients and families, improve their care experiences, and strengthen communication and collaboration between health care providers and patients, caregivers, and families.</li> </ul>
<b>Membership</b>	<ul style="list-style-type: none"> <li>Members of the PFAC must be a patient, family member or caregiver of the STAR FHT and cannot be a family member of a person employed by the STAR FHT.</li> <li>Every effort will be made to ensure patient, family, caregiver representation from each of the three STAR FHT clinics.</li> <li>Volunteer to serve for a minimum of 1-yr, maximum 2-yrs, meet quarterly, for 1.5hrs.</li> <li>Maintain confidentiality of any sensitive information/material that may be shared during meetings</li> <li>A diverse representation of members will be encouraged</li> <li>Will comprise of 6-8 patient/family/caregiver <b>advisors</b></li> <li>1 Facilitator Lead from the STAR FHT</li> <li>1 Operations Assistant- secretary to the council from the STAR FHT</li> </ul>
<b>Advisor Qualifications</b>	<ul style="list-style-type: none"> <li>Enthusiastic, positive attitude, passionate about improving health care delivery for others</li> <li>Effective communication skills, empathy, compassion, non-judgmental</li> <li>Feel comfortable to speak about their experiences and share perspectives in a group setting, both positive thoughts and constructive criticism, able to see beyond their own personal experiences,</li> </ul>

	<p>and can effectively share insights in ways that others can learn from.</p> <ul style="list-style-type: none"> <li>• Have the ability to listen well, interact with many different kinds of people, work in a collaborative environment.</li> <li>• Informed about local community issues and general community resources.</li> </ul>
<b>Advisor Responsibilities</b>	<ul style="list-style-type: none"> <li>• Attend meetings regularly and read materials/agendas prior to meetings.</li> <li>• Assist the team to recognize and establish patient- and family-centered care priorities</li> <li>• Assist the team to identify and implement strategies to support patients and families, improve their care experiences and strengthen communication and collaboration between health care providers and patients, caregivers, and families.</li> <li>• Feel comfortable to speak about their experiences and share perspectives in a group setting, both positive thoughts and constructive criticism, able to see beyond their own personal experiences, and can effectively share insights in ways that others can learn from.</li> <li>• Assist in planning, implementation and evaluation of projects to improve patient care</li> <li>• Maintain confidentiality of any sensitive information/material that may be shared during meetings</li> <li>• Participate in a spirit of collaboration with other council members to ensure effective meetings.</li> <li>• Be respectful to and supportive of all members of the PFAC.</li> </ul>
<b>Contact</b>	<ul style="list-style-type: none"> <li>• If you are a patient/ family member/caregiver of the STAR FHT, and you would like to become an Advisor on the STAR FHT PFAC, download the application from “Join Our Team” on the STAR FHT website <a href="https://starfht.ca/about/careers/">https://starfht.ca/about/careers/</a> or obtain a paper copy of the application available at your family physician’s office.</li> <li>• Complete application and return to your physicians’s office, mail, or fax to the Attention of:  Monique Hancock  Executive Director, STAR Family Health Team  O’Loane Medical clinic  700 O’Loane Ave N5A 6S6 fax: 519-273-0371</li> </ul> <p>Advisor selection will be through an interview process.</p>