



# Partnering To Improve Safety, Quality, and Patient Experience

## What is it?

A Patient and Family Advisory Committee (PFAC) is a group of patients, family members, office staff, and doctors who work together to improve safety, quality, and the patient experience.

## How will it help me?

A PFAC represents you and your family's viewpoint on issues at the doctor's office. A PFAC is a voice for change.

A PFAC can:

- Help your doctors and their office staff learn from your experience as a patient or a family caregiver.
- Give you a way to help identify problems and work with your doctors and the staff to solve them.
- Allow you and your family members to give your opinions about planned changes and improvements in the office.
- Improve communication and build a better relationship between you and your family members and your doctors and the staff.
- Help you and your family understand how complex medical care is and what your role can be in helping your doctors and the staff meet the needs of all patients.

## How can I get started?

Just ask!

You can get started by talking to your doctor and asking how you can join the PFAC. If your doctor's office doesn't have a PFAC, you can offer to help your doctor start one.

## Why should I do this?

A PFAC gives you a voice in how your doctor's office works. It allows you to share ways to improve safety, quality, and the patient experience for you and everyone else who goes to your doctor.

## What patients are saying

"I was surprised, and impressed, and excited that there was a practice interested enough in improving that they would take ideas from their patients."

"PFAC helps because it keeps pushing new things forward—what is the best way to do this? What are the best practices doing?"

## What doctors are saying

"If we are unable to come to consensus as a practice team on a new approach or a practice change, our first thought is to take it to the PFAC for their help. They are our partners. This is their practice."

