

WHAT PATIENT/FAMILY ADVISORS MEAN TO LOCAL HEALTHCARE

The Patient/Family Advisory Council will have an active role in improving the patient and family care experience by identifying opportunities, gathering and providing feedback, and sharing outside perspectives on activities and programs related to patient-and-family-centered healthcare.

Patient and family engagement should be part of organizational strategies to achieve patient safety goals. This is a key step toward creating a patient-and-family-centered culture where families are recognized as essential to patients' health and well-being, and where they are respected as allies in quality and safety.

Leadership, physicians, and staff of William Newton Hospital are committed to giving excellent quality of care and to help their patients. They embrace valid and reliable data that help them better understand how they are doing and how to improve. Patient council

PATIENT & FAMILY ADVISOR



Patient & Family Advisors are volunteers who provide the patient and family perspective on patient care initiatives, projects, programs, and facilities that impact the patient and family experience at William Newton Hospital.



www.WNHcares.org
620.221.2300

Join our team, improve healthcare.

KEY RESPONSIBILITIES

Attend regular Patient & Family Advisory Council meetings, participate in topic-specific focus consumer groups, review patient and family educational and marketing materials, provide feedback on new building design and way-finding, provide patient stories at orientation sessions for new employees, participate on committees to provide the consumer voice and perform similar activities as needed/directed.

INITIAL IMPACT

Input received from Patient & Family Advisors has led to improved processes and procedures, strong engagement of patients and families, and therefore a better patient and family experience at William Newton Hospital.

TRAINING/SUPPORT

Patient & Family Advisors will receive standard hospital volunteer training plus a specialized hour-long patient advisor training session sponsored by WNH's Circle of Care initiative. Patient & Family Advisors will receive administrative support through the lead contact for the Patient & Family Advisory Council (PFAC).



COMMITMENT

Patient & Family Advisors are encouraged to participate in the monthly PFAC meeting and one additional project or activity per month. On average Patient & Family Advisors should anticipate volunteering three hours per month. Volunteer opportunities may take place on weekdays, evenings, and weekends. Members may serve on any committees and projects across William Newton Hospital and WNH's Rural Health Clinics.

QUALIFICATIONS/REQUIREMENTS

Experience with healthcare as a patient or caregiver. No specific skills are required.

HOW TO GET ON BOARD

Complete Patient & Family Advisory Council (PFAC) Application and training. Call Tonya Gibson at 620.222.6225 for the PFAC application packet.

William Newton Hospital PFAC
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William Newton Hospital