

The Patient and Family Advisory Council Vision

To be recognized in our community as the patient family centered healthcare provider.

“The Patient and Family Advisory Council’ is a wonderful opportunity for the hospital and caregivers to partner with our patients and their families. The PFAC will be the voice of our patients and will assist us to make our processes ‘patient and physician friendly,’ provide suggestions to meet the needs of our diverse cultural population and provide suggestions to improve handouts and literature distributed. We are excited to begin this process and look forward to the impact that PFAC will make for our patients!”



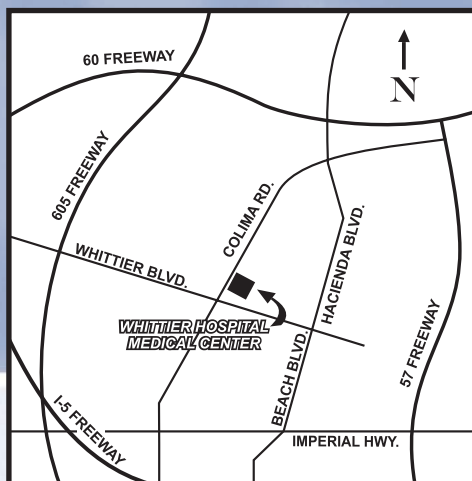
Whittier Hospital Medical Center – A Snapshot

Whittier Hospital Medical Center is a 178-bed acute care facility, located in the city of Whittier offering a wide range of services, including a 24-hour emergency department, ICU service, cardiac and vascular service, a diabetes program, women’s and maternity services as well as out-patient and in-patient surgery. In addition the hospital also offers specialized services such as out-patient rehabilitation, a transfusion-free medicine and surgery program and a pediatric sub acute unit. A culturally sensitive hospital, the facility has been providing healthcare to a diverse population for more than 55 years.



Patient and Family Advisory Council (PFAC)

At
Whittier Hospital
Medical Center



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“The Patient and Family Advisory Council is dedicated to improving the healthcare experience by giving the patient and family a voice to actively participate in the provision of care, treatment, and services.”

-- Mission of the Patient and Family Advisory Council --



Patient and Family Advisory Council (PFAC) At Whittier Hospital Medical Center

What are the Patient and Family Advisory Council (PFAC) Goals?

- Promote a culturally sensitive and collaborative relationship between patient, family and healthcare team.
- Be a connection for respectful and compassionate communication between patients, families, and healthcare team.
- Provide a mechanism for patients and families input into healthcare practices and programs.
- Channel information, needs, and concerns regarding patient and family centered care to healthcare team and hospital leaders.
- Establish a multi-cultural and diverse generational membership to address the patient/family population.
- Actively recommend and implement change.
- Provide an opportunity for healthcare team members to advocate for as well as hear the voice of the patient and family member(s).
- Create a safe place where patients and families are comfortable to voice concerns and provide input to their care.

What do members of the PFAC do?

- Advise the leadership, staff and Medical Staff at Whittier Hospital Medical Center of barriers to care, treatment and services.
- Provide suggestions and solutions to improve and humanize the care experience at Whittier Hospital Medical Center.
- Provide the perspective of patients and families to maximize excellence throughout Whittier Hospital Medical Center.
- Plan and enhance education and support services for patients and their families.

How do you become a member of the PFAC?

- The membership process begins with an application to the PFAC New Council Member Recruitment Work Team.
- Prospective candidates will be interviewed by the Council members of the Recruitment Work Team.
- Candidates need to have been former Whittier Hospital patients or caregivers. Applicants could also be Whittier Hospital employees and former patients.
- Attend meetings a minimum of once per quarter
- Sign a PFAC statement of confidentiality

“We welcome families to participate in every aspect of the patient’s care and encourage them to communicate their needs and those of the patient.”

Carol Reza,

Chair of the Patient and Family Advisory Council, WHMC.