

What is a patient & family advisor?

A Patient & Family Advisory Council (PFAC) member is a dedicated individual who:

- **Aims to Elevate Care:** Works to enhance the quality of care at our hospital for every patient and family member.
- **Shares Valuable Insights:** Offers feedback based on their own experiences as a patient or family member.
- **Drives Improvement:** Collaborates in planning and implementing changes to refine patient care.
- **Commits Flexibly:** Engages with the hospital for short-term or long-term projects, typically volunteering 1-4 hours per month.
- **Represents All Voices:** Provides a crucial perspective that reflects the needs of all patients and families at Norton County Hospital.

By partnering with our doctors, nurses, and administrators, Patient & Family Advisors play a vital role in shaping and improving the care we deliver.



For more information about joining the Patient and Family Advisory Council

SCAN ME



Fill out the application online or print and return to the NCH Radiology department.

Contact:

Allison McChesney, Chair
amcchesney@ntcohosp.com
785-874-2209

Become a Patient and Family Advisor for



"Working Together to Improve!"



What Do Patient & Family Advisors Do?

As a Patient & Family Advisory Council member, you can make a meaningful impact by:

- **Sharing Your Story:** Discuss your healthcare experiences with clinicians, staff, and administration to help us understand different perspectives to improve our services, safety, and quality of care.
- **Joining Discussion Groups:** Provide insights on what it's like to be a patient at our hospital and suggest ways we can enhance the experience.
- **Reviewing and Creating Materials:** Help us improve clarity by reviewing or developing educational materials like forms and discharge instructions to ensure they are user-friendly.
- **Working on Projects:** Collaborate on short-term projects, such as designing a new family resource room, to make tangible improvements. Your voice and perspective are crucial in shaping a better hospital experience for everyone!

Why Become a Patient & Family Advisor?

Ever felt there were ways your hospital experience could have been better?

Have ideas on how to ensure top-notch care for others?

Join us at Norton County Hospital as a Patient & Family Advisor and:

- **Share Your Insights:** Provide valuable feedback based on your own experiences.
- **Shape the Future:** Contribute ideas to enhance the quality and safety of care.
- **Make a Difference:** Help us ensure every patient and family receives the best care possible.

Your perspective can spark positive change and help us create an even better hospital experience for everyone!

Who Can Be a Patient & Family Advisor?

If you or a family member received care at Norton County Hospital in the last 5 years, there are no other special qualifications needed to become an advisor. Your personal experience and perspective is what truly matters.

Is PFAC right for you?!

Being a part of the Patient and Family Advisory Council could be a great match with your skills, if you can:

- **Speak Up:** Share your ideas and solutions to enhance hospital care for everyone.
 - **Reflect Broadly:** Discuss your personal experiences while considering the bigger picture.
 - **Give Honest Feedback:** Share both positive and negative experiences and suggest improvements.
 - **Collaborate:** Work with a diverse group and respect differing opinions.
 - **Listen Actively:** Consider others' views thoughtfully, even when you don't agree.
 - **Stay Positive:** Bring a constructive attitude to every discussion.
 - **Maintain Confidentiality:** Keep any information you hear as an advisor private and secure.
- If this sounds like you, joining the Patient and Family Advisor Council could be your chance to make a meaningful impact!