

## What is a Patient & Family Centered Care Council?

Patient & Family Centered Care Council (PFCC) is comprised of patients, family members, community members, and hospital staff. Members participate in monthly meetings to accomplish the following goals:

- Provide supportive channels of communication between patients, families, and hospital staff
- Provide input and feedback on delivery of services for patients and their families
- Review issues referred to the PFCC Council and provide recommendations
- Provide input and participate in education of hospital staff
- Educate families on health care issues
- Provide input regarding program development
- Assist in planning for new facilities and services

## What is the process for becoming an advocate?

- Complete application  
Available at [www.whs.org](http://www.whs.org) or by contacting  
Stacey Rush at  
724-223-3175
- Participate in an interview
- Complete the orientation program, if selected

We are currently looking for people to serve on the Patient & Family Centered Care Council and as PFCC Advocates.



Partnering with  
patients and families  
to improve care



Volunteering  
as a Patient  
and Family Advocate



## What is Patient & Family Centered Care?

Patient & Family Centered Care is a partnership with patients and families to ensure that the highest quality care is provided.

In this partnership, patients, family members, & community members help us improve the health care experience by shaping policies, programs, facility design, and daily interactions.

## Who can be an advocate?

A patient, family member or community member who would like to volunteer his/her time.

## What are the qualities of an advocate?

- Recognizes that each patient and family is unique
- Willingness to work with others
- Supportive of an environment that fosters open, honest communication
- Listens well
- Collaborates on solutions
- Displays a desire to improve the patient experience
- Willingness to share experiences in a productive way

## How do advocates partner?

Advocates can:

- Serve on the Patient & Family Centered Care Council
- Serve on short-term workgroups with a specific task such as redesign of signage
- Visit New Admissions to welcome them to WHS
- Assist with development and/or review of educational materials
- Share healthcare experiences with others



Our mission is .... to provide great patient care