What is the Patient and Family Centered Care Council?

Patient and Family Centered Care Council (PFCC) is comprised of patients, family members, community members, and hospital staff. Members serve a two year term and 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 advisor?

- Complete an application
  Available at whs.org/pfcc or by contacting Kathleen Engelmeier 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 and Family Centered Care Council and as PFCC Advocates.

Volunteering as a Patient and Family Advocate

Partnering with patients and families to improve care
What is Patient and Family Centered Care?

Patient and 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, and 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 and 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 and 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