



# Become a Patient and Family Advisor

*Dedicated to Creating Positive  
Change at the NCH Healthcare  
System*

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Patient and family advisors are a powerful voice that represent all who receive care at the NCH Healthcare System.

Our council partners with hospital physicians, nurses, and administrators to help improve the quality of care for all patients and caregivers.

## LEARN MORE

For more information or to learn about the application process, please contact the Department of Patient Experience at [PFAC@nchmd.org](mailto:PFAC@nchmd.org) or 239-624-4997.

## What Is a Patient & Family Advisor?

*A patient and family advisor are someone who:*

- Gives feedback to the hospital based on personal experiences as a patient or caregiver of a patient.
- Values excellence in healthcare and wants to improve the quality of our hospital's care.
- Collaborates and supports to positively impact every patient's experience.

Volunteers their time by attending at least 8 out of 10 meetings per year and working on long/short-term projects (Average 3 hours/month).

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## How Do Patient & Family Advisors Impact Change?

- IDENTIFYING areas for improvement by sharing experiences, issues concerning different functions, and reviewing patient survey results.
  - INFLUENCING change by participating in staff, patient and family education. Serving as a representative on various committee decisions.
  - IMPROVING both clinical and personal outcomes for patients and their caregivers.
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## Who Can Serve On The Patient Family Advisory Council?

- Former patients or their caregivers are eligible if they have received care at the NCH Healthcare System within the last two years.
- You do not need any special qualifications to be an advisor. What is most important is your experience as a patient or caregiver.