



HEALTH PEI's PATIENT FAMILY ADVISORY COUNCIL

The **Patient and Family Advisory Council (PFAC)** is a group of patient family partner volunteers from across Prince Edward Island who work with Health PEI leaders to advance **person-centered care**. Council members bring diverse perspectives and lived experiences reflecting different ages, cultures, backgrounds, abilities, genders, sexual orientations, and geographic regions.

PFAC provides strategic advice to strengthen patient and family engagement and ensure the patient voice is reflected in health care planning, quality improvement, policy development, and service design. The Council works with Health PEI to:

- Advance meaningful patient and family engagement and a culture of person-centered care.
- Identify priorities and initiatives that support person-centered care across Health PEI.
- Co-design patient, client, resident, and family engagement initiatives.
- Support a consistent and sustainable approach to patient and family engagement.
- Provide guidance based on lived experience to promote safe, high-quality, equitable, and person-centered care.

WHAT DOES THE PATIENT FAMILY ADVISORY COUNCIL WORK ON?

- **Patient and family experience initiatives** – The PFAC provided feedback to the Cancer Treatment Centers on the orientation manual for patients and families.
- **Organizational policies, programs and practices that affect patients and families** – The PFAC provided advice on the implementation of the metal detector at the QEH Emergency Department, assisted in writing the Terms of Reference for the PFAC, and provided feedback on the Health PEI *Patient Registry Policy*.
- **Development and review of patient and family facing resources, communication and education materials** – The PFAC provided feedback on the Patient Experience/Patient Relations Feedback pamphlet.
- **Accreditation Preparation and person-centered initiatives** – In the fall, the members from the PFAC will participate in mock tracer exercises in programs and services.

Please contact *Kimberley Hagan, Director of Patient Experience* at kahagan@ihis.org, for more information.