



**NORTH MISSISSIPPI
MEDICAL CENTER**

Patient and Family Advisors Overview

North Mississippi Health Services

What connected feels like™



Your role as an Advisor

- Representative of the community
- Who has been a patient or family member recently
- Who provides the patient perspective in the operations of the hospital
- Who has a true desire to help



What is a Patient and Family Advisory Council (PFAC)?

- Patient Family Advisory Council
- Hospital committee
- Made up of hospital staff and patient family advisors
- Meet regularly to work on hospital improvement projects
- Members may work collaboratively on other hospital committees, projects and initiatives



What a PFAC is not.....

- A place to sort out personal grievances with the hospital



Why are patients and family advisors important to healthcare?

- Errors occur in healthcare
- The vast majority are system problems NOT individual providers
- They can be prevented with better system design
- Systems and processes are being improved constantly in healthcare, patients and families are necessary for success



The patient voice is valuable

- For effective system re-designs
- Patient Safety
- Quality Improvement
- Patient Experience
- For almost all decisions being made



Being an Effective Patient/Family Advisor

- Be able to share from your own experience and extrapolate: If it happened to you it is likely to happen to others
- Be willing to look at experiences from multiple angles and lenses
- Be open to hearing and considering differing view points
- Learning comes from negative and positive examples



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Being an Effective Patient/Family Advisor

- Consistently provide ideas from the patient and/or family perspective
- Be a representational voice for all patients and families



Being a representative voice

- What is the bigger picture?
- What system changes could have made your experience better?
- Draw from your own experiences and how it “might feel” to you
- Look beyond your own experiences
- Recognizing your expertise



North Mississippi Health Services

- Over 30,810 annual admissions
- Over 138,284 emergency visits
- Over 562,185 outpatient visits

These are the patients and families that you are representing



What areas can a PFAC impact

- Patient Experience
- Patient Safety
- Quality Improvement
- Everywhere!



What does a PFAC Member do?

- Meet regularly as a committee
- May be asked to participate in other capacities:
 - Focus groups
 - On going committees and other work groups
 - Short term projects
 - Facility WalkABOUTs



Benefits to the hospital

- Direct input about patient needs
 - No more need to guess or make assumptions
- Strategy to promote safer care
- Improve patient experience
- Strengthen community relations
- Shift culture to one that includes patients and families in a different way



Benefits to Participants

- Gain better understanding of the healthcare system
- Use personal experiences to make a difference
- Have a venue to express opinions, thoughts and desires...knowing that they will be heard
- Make a positive impact
- Give back to your community
- Opportunity to learn new skills



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North Mississippi Health Services

Mission

To continuously improve the health of the people of our region.

Vision

The provider of the best patient and family centered care and health services in America.



The purpose of the Patient and Family Advisory Council :

To provide an ongoing forum to actively collaborate and advise the healthcare team to ensure that the diverse voices of the patients/families are included in all aspects of care.



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**Thank You for your
Service!**

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