

FOR MORE INFORMATION

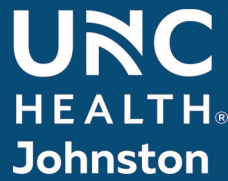
Thank you for considering becoming a member of UNC Health Johnston's patient family advisory council. With your input, you will make an impact on our community and the lives of the patients and families that we treat.

If you have any questions about PFAC, please call our patient experience department at 919-938-7517 or 919-938-7569.



www.johnstonhealth.org

Patient Family Advisory Council

The logo for UNC Health Johnston, featuring the letters "UNC" in a large, bold, white font, with "HEALTH" in a smaller, white font below it, and "Johnston" in a bold, white font at the bottom. The logo is set against a dark blue background with a white curved line above it.

UNC
HEALTH®
Johnston

WHAT IS PATIENT FAMILY ADVISORY COUNCIL (PFAC)?

The patient family advisory council is a team of patients, family members, community members, and hospital employees committed to making sure patients receive excellent care in a safe environment.

WHAT DOES PFAC DO?

The patient family advisory council works together to provide helpful insights into a patient's hospital experience so that the organization can improve care and services to benefit all patients. The PFAC can also help to identify areas that the organization is doing well in so that leaders can continue those actions and behaviors. As an organization, we want to make sure all patients are heard, treated with dignity and respect, and to make sure they receive quality care in a caring environment.

WHAT ARE THE BENEFITS OF BEING A PFAC MEMBER?

You will not only be making a difference in the lives of the patients at UNC Health Johnston, but you will be improving the health of the people in our community, which is UNC Health Johnston's mission. Being a member of the PFAC allows you to help improve the quality of care our community receives as well as improve the safety of our organization.

WHAT WOULD MY RESPONSIBILITIES BE?

To promote a safe, patient-and-family-centered approach to the care and culture at UNC Health Johnston. We also strive to promote a positive, effective relationship between providers and patients.

BECOME A PFAC MEMBER

Eligibility

Be a current or former patient, the family member of a current or former patient, or the caregiver of a current or former patient.

Qualifications

Members of the PFAC should be able to communicate well, have a desire to share information and experiences that will assist in enhancing the health care environment, and be able to work well in a team setting.

Time Commitment and Meetings

Once you have been accepted into the PFAC, you will attend an eight-hour orientation, as all UNC Health Johnston employees do.

Meetings are once every other month for one hour. Members are highly encouraged to attend our Quality Forum meetings once per month, with a requirement of one (1) PFAC member attending at least once per calendar quarter.

How to Apply

- Visit www.johnstonhealth.org/PFAC
- Download and complete the PFAC application.
- Mail or fax the completed application to:
Patient Experience Department
UNC Health Johnston
509 N. Bright Leaf Blvd.
Smithfield, NC 27577

Fax number: (919) 934-0371

Once your application has been received, you will be contacted to set up an interview.