

PFAC Members Responsibilities

- Reach out broadly and listen to patients, families, health care providers, and community members.
- Be committed to improve care for all patients and family members.
- Respect the collaborative process and the council to discuss issues.
- Be willing to listen to views of all members.
- Share personal ideas and viewpoints.
- Commit to maintaining confidentiality about topic discussion during council meetings. 🟡



Questions?

If you have questions about PFAC, or are interested in joining, contact Becky at:

Phone: 507.642.3255, Ext. 403

Email:

bseidl-vee@madeliahealth.org

We look forward to hearing from you! 🟡



121 Drew Ave. SE, Madelia, MN 56062
Clinic: 507.642.5200 | Hospital: 507.642.3255
www.madeliahealth.org

Madelia Health is an equal opportunity provider and employer.

Patient and Family Advisory Council (PFAC)



Where Care Comes First

Patient and Family Advisory Council (PFAC)

What is PFAC?

The Patient and Family Advisory Council (PFAC) is a group of individuals from the Madelia Health service area, consisting of patients and/or family members of patients, that discuss, develop and implement changes that will help improve patient experience within Madelia Health facilities. 🟡

What is Involved?

At Madelia Health, we value our patients and their families. The Patient and Family Advisory Council encourages patients, their families, and members of our health care team to work together to improve overall patient experience. You would be a **Patient Family Advisor** and have an active role in the care that Madelia Health provides to our patients. 🟡



When Do We Meet?

Council meetings are held every other month. They are led by Madelia Health's PFAC Leader, but driven by the thoughtful insight and feedback of the Patient Family Advisors. 🟡



COLLABORATION



COMMUNICATION



COOPERATION



COORDINATE



TEAM LEADER



ENGAGEMENT



MOTIVATION