



WELCOME KIT

PFAC

(Patient & Family Advisory Council)



Overview

As a patient or family member of an Indiana University Health patient, you have the opportunity to be a member of our Patient & Family Advisory Council (PFAC). PFACs provide a way for you to express your opinions related to the care received at IU Health. We are on a journey to rewrite the story of healthcare and need your input to improve care experiences at IU Health.

The goals of a PFAC include:

- Ensuring your voice is heard and influences solutions that improve the IU Health experience for others
- Opening a line of communication between you and IU Health leadership
- Empowering you to take an active role in designing experiences at IU Health
- Incorporating your valuable insight into new and existing policies, services and programs
- Shape the future of healthcare throughout IU Health

WHAT TO EXPECT

Bringing together different values, beliefs and cultural backgrounds is essential to helping us understand the experiences we provide you. This makes it critical in guiding us as we continually improve how we plan and deliver care. When you participate in a PFAC, you will be respected as a partner and essential resource in co-designing experiences throughout the IU Health system. The PFAC provides a structure for amplifying your voice.

PFAC members attend regular meetings in person or virtually. Meetings will consist of gathering your thoughts and feedback

on a variety of topics, as well as providing updates on how previous suggestions and input have changed care at IU Health.

There are two different ways to participate in the PFAC:

In-Person: By joining an in-person PFAC, you will belong to a small group that represents the diversity of IU Health's patient community. This group will meet regularly, and meetings last for approximately two hours. Your input is always valued, and this setting allows for a collaborative, discussion-based conversation.

Virtual (vPFAC): A vPFAC is similar to an in-person PFAC but instead of meeting in-person, you will join an electronic discussion. This gives you the option of joining from the comfort of your own home. Because vPFAC members do not meet at a single place or time, conversation forums are open for several days, and you will also be able to participate when it is most convenient for you. Forums do not occur regularly, but instead as topics arise.

An IU Health team member will contact you to discuss your interest and availability in joining a PFAC.





Frequently Asked Questions

Q What is the purpose of the PFAC?

A The PFACs provide a forum where patients and families can share their perspectives on a wide variety of topics that impact how care is delivered at IU Health.

Q How will my participation help improve the healthcare experience at IU Health?

A IU Health has made changes both big and small as a direct result of PFAC feedback. You can read about the impact that PFACs have made below.

Q What is my time commitment?

A Your time commitment may vary depending on things like your location or the topic your PFAC will be discussing. Generally, in-person PFAC meetings last one to two hours. IU Health will set expectations with you ahead of time.

Q Do I have to own a computer to participate in a vPFAC?

A No, you do not need to own a computer to participate. Members can participate in vPFAC discussions from any internet-enabled device, including a phone, tablet or computer. Conversations happen over the course of several days, so you can log in whenever and wherever is most convenient.

Q Will I be compensated for participating?

A IU Health currently does not compensate for participation.





Insight. Innovation. Impact.

“ As a Riley kid, being able to serve on the pediatric Patient and Family Advisory Council (PFAC) means that I get to use my experience to help and serve the next generation of patients and families. I am honored to know that my voice is heard, and I am so grateful to work with such compassionate Riley Children’s Health team members and fellow families. My work on the PFAC has even inspired my academic and career goals. I am forever thankful for this incredible opportunity!

VALERIE K.

IU Health PFAC Member

“ Thank you for championing our ideas and our voices! I am so pleased to see my concerns for patient safety and sanitation with Band-Aid placement move from conversation to preventive action. Thank you for listening and ensuring that something was implemented to promote change and patient safety.

TOYA P.

IU Health PFAC Member





Indiana University Health