

Patient and Family Advisory Council Membership Charter



Pen Bay Medical Center
MaineHealth



Waldo County General Hospital
MaineHealth

The Patient and Family Advisory Council (PFAC) has been established as part of Pen Bay Medical Center (PBMC) and Waldo County General Hospital (WCGH) to promote patient-centered care and to establish a formal link between patients and family members from the Midcoast Maine communities and staff at PBMC & WCGH affiliated healthcare facilities. An active Patient and Family Advisory Council is also an important part of PBMC & WCGH's participation in the accreditation organization, the National Committee for Quality Assurance (NCQA) and its Patient Centered Medical Home model which focuses on the right care, in the right amount at the right time.

“Right care” is defined by the National Committee for Quality Assurance (NCQA) as treatments that science shows actually works and that fit the patient's values, lifestyle and circumstances. “Right amount” is defined as not getting unnecessary care and getting enough of the care you need. “Right time” includes important preventative care (“The best treatment is care that keeps you from getting sick in the first place”).¹

PBMC & WCGH affiliated healthcare facilities include Pen Bay Medical Center in Rockport, Waldo County General Hospital in Belfast, Pen Bay Physicians and Associates, Waldo County Medical Partners, Knox Center, Quarry Hill and Penobscot Shores.

Mission

PFAC serves as a formal organization of actual patients and family members who are engaged in, and committed to, working with PBMC and WCGH staff to continuously improve patient and family experiences.

Council members collaborate with caregivers, staff, and PBMC and WCGH management to champion patient safety and patient and family centered care in alignment with PBMC and WCGH policies, planning and ongoing improvement processes.

Values

MaineHealth member hospitals and facilities have adopted the following shared values:



Patient Centered: We partner to serve the needs of our patients, families and our community.

Respect: We treat all people with courtesy, dignity and fairness and recognize each individual for his / her unique talents.

Integrity: We practice the highest ethical standards by doing the right thing at the right time for the right reason.

Excellence: We commit to being the best and delivering the best at all times.

Ownership: With initiative and pride we take responsibility for the quality, safety and cost of the care and services we deliver.

Innovation: We value intellectual curiosity, creativity, critical thinking and cutting-edge knowledge.

In concert with the core values embraced by MaineHealth member organizations, Patient and Family Advisory Council core values are:

- **Patient Centered** — Patients and families will collaborate with hospital staff and address current issues within the hospital from a patient and family perspective.
- **Respect** — Dignity and respect for all is a core value of the PFAC. Council members will work with PBMC and WCGH staff to help ensure that patient and family perspectives and choices are acknowledged and respected.
- **Integrity** — The overall goals of the PFAC are to gain patient input, establish a link between the hospital and the greater community, identify patient needs, and help PBMC and WCGH member organizations demonstrate the hospital's commitment to improving patient experience.
- **Excellence** — PFAC members, healthcare providers, and hospital leaders, and, to the extent it is possible and practical, patients and their families will have access to reports about current quality improvement results and ongoing statistics showing status of ongoing efforts to continuously improve the quality of healthcare practices and outcomes.
Patients and families receive timely, complete and accurate information in order to effectively participate in care and decision making.
- **Ownership** — Patients and families are encouraged and supported to participate in their care at the level that they choose.
- **Innovation** — Patients, families, healthcare providers and hospital leaders collaborate in appropriate policy and program development, implementation and evaluation; in healthcare facility design; in professional education, and in the delivery of innovative solutions.

Council Membership

The Patient and Family Advisory Council is comprised of community volunteers from Knox and Waldo Counties and PBMC and WCGH colleagues. As council members, we collaborate with caregivers and administration to champion patient safety and patient and family centered care in alignment with PBMC /WCGH policy, planning and process improvement.

The Patient and Family Advisory Council endorses and adheres to the MaineHealth Notice of Nondiscrimination: <https://mainehealth.org/about/notice-of-nondiscrimination>

See “PFAC Membership Guidelines” for information about the roles and responsibilities of PFAC members.

¹ NCQA website consumer's page: <http://www.ncqa.org/Consumers.aspx>