



LAPEER REGION

DOING WHAT'S BEST.®

1375 North Main Street
Lapeer, MI 48446
(810) 667-5500
mclaren.org



L-116 (9.21)

PATIENT AND FAMILY ADVISORY COUNCIL.

You talk, we listen.





THE PATIENT AND FAMILY ADVISORY COUNCIL (PFAC) IS LOOKING FOR PEOPLE WHO ARE:

- Committed, reliable, trustworthy, and believe their investment of time can make a difference.
- Willing to share their McLaren Lapeer healthcare story, and think beyond their own personal experience.
- Comfortable partnering with many types of healthcare professionals and other patients.
- Good listeners who respect other opinions and perspectives.
- Bring a positive, solution-oriented attitude to discussions.
- Keep any information they hear, as an advisor, private and confidential.

SHOULD YOU BECOME A PATIENT FAMILY ADVISOR?

When you or your family member was in the care of McLaren Lapeer Region, did you think there were things we could have done better? Do you have ideas about how we can improve the patient experience? The Patient and Family Advisory Council provides invaluable information and perspectives that help us improve the quality and safety of care.

WHY ARE PATIENT AND FAMILY ADVISORS IMPORTANT?

Their voice will help us identify and address patient and family needs in all aspects of care, improve access, ensure clear, respectful communication, simplify processes and improve the overall patient experience for our patients.

ROLL OF AN ADVISOR

Patient and family advisors:

- Tell their story
- Participate in committee work
- Review and help create educational and informational materials
- Work on short-term projects

WHAT ARE THE QUALIFICATIONS?

If you, or your family member, have received care from McLaren Lapeer Region within the last two years, you are eligible to be a Patient Family Advisor.

You don't need any special qualifications. What's most important is your experience as a patient or family member and your willingness to share your story and ideas in a constructive way.

All applications will be reviewed by the selection committee in advance of scheduling a short interview. We will provide you with any other training you need.

Patient Family Advisors are asked to commit to serving on the council for a minimum of one year. Typically, advisors will be asked to volunteer on the committee once a month.



INTERESTED IN BECOMING A MEMBER?

If you are interested in joining the PFAC, please complete the below application and submit to the Patient Experience department at McLaren Lapeer Region (1375 N. Main, Lapeer MI 48446 ATTN: Patient Experience).

Name: _____

Address: _____

Phone Number: _____

I am a:

- Patient Family Member

Tells us why you're interested in joining: _____

Are there specific ideas or concerns that you would like to see addressed by the PFAC? _____

For more information, please contact Patient Experience at (810) 667-5589.