

Welcome to the Patient & Family Advisory Council at Saddleback Memorial

Partnerships with patients and families are the foundation of excellence in Patient and Family Centered Care, and at Saddleback Memorial our patients are valued members of their medical care team.

The empowering relationship of patients, families and health care professionals allows patients to become more aware, and better educated as to how to contribute to their own well-being. Their concerns and opinions are valued and addressed by an innovative health care culture and approach.

To develop and advance team partnerships, the **Patient & Family Advisory Council (PFAC)** is the voice for patients and their family members. Members serving on the council have been patients or family members of patients. From such experiences, council members share their stories, awareness, perceptions and understanding of this collaborative partnership.

Patient & Family Advisory Council Purpose:

To establish a partnership among Saddleback Memorial staff, patients and families to ensure there is a collaboration between health care providers, patients and families, and that health care decisions respect and reflect patients' wants, needs and preferences.

Patient & Family Advisory Council Improvements & Initiatives:

- Collaborates with care teams on the development of policies and programs that serve patients and families
- Participates in rounding with patients and hospital executives
- Participates in hospital process improvement work
- Provides input into design and improvements of new and existing hospital buildings
- Reviews and updates patient education materials
- Represents the patient voice in various councils and committees
- Represents the hospitals at national and local opportunities

Application for Patient & Family Advisory Council

Name: _____

Home Phone: _____

Cell Phone: _____

Email: _____

Please check all that apply. I am the:

Patient Spouse/Significant Other Caretaker Other

1. Please tell us which services you/your loved one have used during the last two years:

2. Please tell us about your patient or loved one's care experience:

3. Please tell us why you are interested in joining the Patient & Family Advisory Council:

Thank you for taking the time to tell us about your interest in the Patient and Family Advisory Council!

Please return your application to **Lori Conconi** via:

Email: lconconi@memorialcare.org or

Mail: Lori Conconi, Saddleback Memorial, 24451 Health Center Dr., Laguna Hills, CA 92653.

For more information, please call Lori at (949)452-3828.