

DHM Patient and Family Advisory Council

What is a Patient and Family Advisory Council?

Health care delivery systems are increasingly asking patients, family members, and caregivers for their perspectives on their healthcare. A Patient and Family Advisory Council (PFAC) is one approach. PFACs are groups of patients, family members, or caregivers who meet regularly and share their experiences of care or collective perspectives on a specific topic. This feedback is then used to inform operations, improvement, or research efforts.



Rachel Weiss and James Harrison received funding from the DHM junior faculty Internal Grants Program to establish a DHM Patient and Family Advisory Council. The anticipated launch is Spring 2018 with meetings occurring every 6 weeks.

Are there other PFACs at UCSF Health?

Women's Health	Cancer Center
Benioff Children's Hospital Youth Advisory Council	Benioff Children's Hospital Family Advisory Council
Adult ICU	Palliative Care
Ambulatory PFAC (all outpatient clinics)	Primary Care Lakeshore
Geriatric Care	Intensive Care Nursing
Ambulatory General Medicine	Pediatric Headache Center (teen) PFAC

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Division of
Hospital Medicine

Yes, there are 12 other existing PFACs at UCSF Health, and DHM would be the 13th PFAC at UCSF.

All PFACs are overseen by the PFAC Leaders Steering Committee, which James Harrison and Rachel Weiss are members of. All new PFAC members and team leaders undergo training together based on existing toolkits and guidelines.

What are the goals of the DHM PFAC?

The purpose is to create an active and vibrant PFAC to provide the patient perspective and consulting voice to all DHM Mission areas. The DHM PFAC is accessible to all DHM faculty and staff working on any project/initiative related to a DHM affinity group, including but not limited to: clinical care, education, quality/safety/value, research, and global health. Ultimately, the goal is to have PFAC activities align with DHM goals and efforts, and the DHM PFAC will work and partner with the ICU, palliative care, and DGIM PFACs when appropriate.

How will we recruit patients to the DHM PFAC?

We aim to recruit 12-20 patients, family members, and caregivers who have been hospitalized on the UCSF Medicine Service. Please contact Rachel and James if you feel a patient or patient's family you recently cared for would be interested in participating and giving constructive feedback. We will also be soliciting recruitment for possible PFAC members from nurses, social workers, case managers, and patient relations.

We will try to promote diversity on our PFAC by recruiting from relatively under-represented populations and scheduling meetings at a time where people who are working can still attend.



Feel free to contact Rachel Weiss and James Harrison if you have any further questions.