



# Patient & Family Advisory Council FAQ

Your voice can help improve care across the North Country.

## Have you or a loved one received care at North Country Healthcare?

NCH invites patients, family members, and caregivers to help shape the future of healthcare in our communities by joining the Patient & Family Advisory Council. Your insight can help improve care, strengthen communication, and create a better experience for everyone NCH serves.

### NCH MISSION

To improve lives by assuring consistently excellent, integrated healthcare.

### NCH VISION

Healthy and empowered rural communities supported by our model of excellence and sustainability.

### PFAC VISION

To create a healthcare environment where patients, families, and staff work together as partners in care.

## Frequently Asked Questions

### What is the Patient & Family Advisory Council (PFAC)?

The North Country Healthcare (NCH) Patient & Family Advisory Council is a partnership between patients, families, and healthcare leaders. Together, advisors help improve the care experience, safety, communication, and community trust across NCH.

### Why is NCH creating a PFAC?

NCH believes that patients and families should have a voice in shaping how care is delivered. The PFAC helps bring patient and family perspectives into decisions that affect healthcare services and experiences.

### What does the PFAC do?

PFAC advisors share feedback and recommendations on patient experience, quality and safety initiatives, patient education, policies, service improvements, design and construction projects, patient satisfaction feedback, and access to care.

### Who can become a PFAC advisor?

PFAC advisors may include current or former patients who received care at an NCH location within the past two years, family caregivers, and community-oriented individuals who are willing to provide honest, respectful, and constructive feedback.

### What qualities is NCH looking for in PFAC advisors?

NCH is looking for people who are open to listening to perspectives that may differ from their own and who can draw from personal experience while also considering the bigger picture and the needs of patients and families across NCH communities.

## Why should I join?

Your experience as a patient, family member, or caregiver can help NCH understand what works well and where care can improve. By joining, advisors help strengthen communication, improve care experiences, and support healthier rural communities.

## What is the time commitment?

PFAC meetings are held at least quarterly and are approximately 60 minutes. Members also attend an initial orientation and onboarding session and may choose to participate in projects that match their interests and availability.

## Are meetings in person or virtual?

Meetings may be held in person, virtually, or in a hybrid format.

## What is the PFAC vision?

To create a healthcare environment where patients, families, and staff work together as partners in care.

## How does the PFAC support the NCH mission?

The PFAC supports NCH's mission to improve lives by assuring consistently excellent, integrated healthcare by helping include patient and family voices in planning, decision-making, and improvement efforts.

## How do I apply to join the PFAC?

Complete the PFAC application available online, then submit the application by email or mail.

## Who can I contact with questions?

For questions or more information, contact NCH Patient Experience at (603) 788-5032.

## How to Participate

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|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Apply online</b>      | Complete the PFAC application available online at <a href="https://northcountryhealth.org/patient-family-advisory-council">https://northcountryhealth.org/patient-family-advisory-council</a> |
| <b>Email application</b> | NCHPFAC@northcountryhealth.org                                                                                                                                                                |
| <b>Mail application</b>  | Patient Experience, NCH<br>Weeks Medical Center<br>173 Middle Street<br>Lancaster, NH 03584                                                                                                   |
| <b>Questions</b>         | Call NCH Patient Experience at (603) 788-5032.                                                                                                                                                |

### NCH Affiliates

Androscoggin Valley Hospital | North Country Home Health & Hospice Agency | Upper Connecticut Valley Hospital | Weeks Medical Center