

## As a PFAC Member

### You are:

- To partner with staff and participate in activities that are designed to ensure patient and family centered care is provided
- To be viewed as a positive reinforcement of the patient and family centered care
- To participate in facility design, quality improvement, program development and education
- To attend meetings and participate as part of the team
- To have access to email and check email on regular basis as council meeting information will be sent to you via email

### Consent and Release Form

PFAC members must sign a consent and release form to give us the permission to release personal health information for the purpose of making improvements to the cancer centre. Because we will be hearing our members' personal experiences and ideas, it is important that we have council members' permission to share their stories with others to make decisions.

## Contact Information

RVH Patient Family Advisor Coordinator

Phone: 705-728-9090 Ext. 42319

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PATIENT AND FAMILY ADVISORY COUNCIL  
SIMCOE MUSKOKA REGIONAL CANCER PROGRAM

*Share your story.  
Tell us your ideas.  
Partner with us.*

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### In this booklet you will learn about:

- Purpose of PFAC
- PFAC structure
- Your role in PFAC
- Your responsibilities

## What is SMRCP PFAC?

SMRCP PFAC stands for the Simcoe Muskoka Regional Cancer Program's Patient and Family Advisory Council.

## The Purpose of SMRCP PFAC

At the SMRCP, we would like to partner with patients and family members to enhance the quality of care and services we provide. Through PFAC, we hope to not only have a platform for patients to share their ideas but also to engage patients and families on quality improvement initiatives we plan to roll-out for the program.

## Role of PFAC Member

PFAC members ensure the voice of the patient is heard and understood. They influence planning and decision making on issues that affect patient care. They also help to ensure the desires, needs and expectations of patients and their families are understood, addressed and aligned with the decisions made within the cancer program.

## PFAC Structure:

PFAC consists of patients and family members representing various disease sites. It also includes staff representatives from various areas of the cancer program; including social work, education and prevention, chemotherapy and radiation therapy.

## PFAC Members are RVH Volunteers.

### Volunteer Benefits:

- Contribute to making SMRCP more patient and family centered
- Community involvement
- Meet new people
- Free parking or bus fare while volunteering
- Recognition
- Have a positive impact on patient experience

### Hours of Service and Commitment from Members:

Members are required to attend monthly meetings (2 hours) **plus** commit 3 hours a month on a PFAC volunteering opportunity.

### PFAC Core Member Expectations:

We expect all PFAC members to live by the RVH *MY CARE* philosophy. MY CARE philosophy means members will demonstrate **CARE** by providing a patient centered voice, **THINK BIG** by offering novel solutions, and treat each other with courtesy, dignity and **RESPECT**. Members will listen carefully to each other and make informed best decisions for patients. They will **WORK TOGETHER** to coordinate initiatives, and will **OWN** decisions and behaviors.

Our unwavering focus will enable us to enhance patient care; Together.

### In addition, members will:

#### CARE:

- Comfortably and respectfully speak in a group and interacting with others
- See beyond their own experience

#### RESPECT:

- Good listener and respects the perspective of others
- Non-judgmental & positive attitude
- Maintain confidentiality of patient and organizational information

#### WORK TOGETHER:

- Work collaboratively with other families and healthcare providers

#### THINK BIG:

- See the big picture
- Desire to expand knowledge and skills
- Use personal experience constructively

#### OWN IT:

- Desire to participate in bringing about meaningful change