UCSF Health
Redefining possible.

Patient and Family Advisory Council: Mission, Goals and Expectations

PFAC Definition:
The Patient and Family Advisory Council is comprised of UCSF patients and their caregivers who advise and engage UCSF staff and leadership.

PFAC Mission:
The Cancer Center Patient and Family Advisory Council's mission is to infuse the patient and family voice into the delivery of care, to bring about change that *improves the patient and family experience*, facilitates ease of navigation, and fosters healing and wellness throughout all stages of disease and recovery.

Patient Experience Definition
We define the patient experience as the *sum of all interactions, activities, and experiences* that influence patient and family perceptions across the continuum of care, from initial contact through all stages of disease, and recovery.

PFAC Goals and Objectives:
- Put the experience and skills of patients and caregivers to work in the service of improving care for all patients.
- Develop better tools to understand and measure the patient experience, including identifying service gaps and barriers to care.
- Partner with Cancer Center and UCSF leadership to delineate patient-centered solutions within and across departments and healthcare systems.
- Facilitate staff learning about the patient perspective by participating on patient panels, task forces and committees (architecture, patient education, Cancer Center Practices and committees, etc.)
- Develop patient materials to help patients and families navigate the cancer journey more effectively.
- Improve communication and service recovery (in-person, online, written and on the phone).
- Provide input into policies, infrastructure, and physical space.

PFAC Expectations:
- *Full-time* council members regularly attend monthly meetings and may be requested to speak on patient panels or participate on subcommittees that are of interest to them.
- *Part-time* council members participate on patient panels, or provide input for a limited time on specific projects and committees.