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.