

UNMH PFAC FAQ's and Objectives

What are Patient and Family Advisory Committees?

Patient and Family Advisory Committees (PFACs) are advisory boards that are being established at The University of New Mexico Hospital (UNMH) within the UNM Health System. The committees will be made up of patients, family members of patients, and people who work at UNM Hospital and throughout the UNM Health System. All members will work together to help the UNM Health System continuously improve the safety and quality of care and always with a commitment to putting patients first.

What are the objectives of the UNMH PFAC?

The objectives are to:

- Provide quality outcomes along with improved patient, family and health care professional engagement and satisfaction
- Provide safe, quality collaborative care
- Promote patient and family advocacy and involvement to create an organizational culture of trust, mutual respect and excellence
- Provide continuous feedback to the UNM Health System that address patient safety, quality of care, and patient service issues
- Continuously address health disparities and equity in care in an increasingly diverse patient population
- Strengthen communication and collaboration between patients, families, physicians, nurses and other non-health professional staff
- Support establishing UNM Health System organizational priorities in response to patient, family and community needs

Who should apply to join the UNMH PFAC?

Patients, family members of patients, and people who work in the UNM Health System are invited to apply. This is an opportunity for those who want to be actively engaged as a volunteer in helping the hospital put patients first and continuously improve the safety and quality of care.

The term “family member” will be broadly defined to include persons related by blood, persons related by marriage, domestic partners as well as close friends or neighbors who have a relationship with a patient that includes helping care for their health.

For patients or family members: The UNM Health System is interested in forming a partnership with people who have experienced high quality care, satisfactory care that could have been improved, or unsatisfactory care. All are eligible to apply. Persons who have health insurance and those who do not have health insurance are equally eligible to apply.

For UNM Health System Community Partners: Community partners are equally eligible to apply regardless of job title or rank.

What are the eligibility requirements for the UNMH PFAC?

The following eligibility requirements apply for each class of PFAC member:

- The commitment to actively support the purpose of the PFAC and achieve its objectives;
- The commitment to regularly attend meetings of the PFAC;
- Agreement to take the immunizations required by UNM Health System to protect the health of UNM Health System patients, PFAC members and UNM Health System staff and visitors;
- Agreement not to disclose confidential information given to you as a member of PFAC; and
- Willingness to actively participate in the PFAC projects, committees or working groups and be responsible for accomplishing their goals.

PFAC members are expected to participate in meetings consisting of a minimum of 2 to 3 hours and on various committees or projects that will require a varied number of hours.

When will the UNMH PFAC meet?

The UNMH PFAC will meet for 2 to 3 hours monthly on designated weekday evenings.

Who will lead the UNMH PFAC?

To model partnership, the council will be co-led by two members, one of whom has been a patient or family member of a patient and one of whom is a person who works at the UNM Health System.

To whom will the UNMH PFAC report?

The UNMH PFAC will report to the Quality Steering Committee (QSC), which is a committee of the Board of Directors.