

## Frequently Asked Questions Patient and Family Advisory Committee (PFAC)

### What is the role of the Central West LHIN's PFAC?

The role of the PFAC will be to help provide a strong voice to inform, influence and, in some instances, co-design programs and services within the local health care system.

### What is the role of a PFAC member?

The role of a PFAC member will be to share his/her unique health care stories, opinions, perspectives and lived experiences to help shape the policies, programs and initiatives that influence patient care in the Central West LHIN.

### What are the benefits of being a PFAC member?

As a patient or family advisor at the Central West LHIN, you would:

- Share your patient, family member or caregiver experiences and ideas and help inform new health care policies, programs and initiatives that influence patient care and services in our region
- Inform the development of health system solutions that directly impact the patient experience
- Contribute your personal and professional skills, while developing new ones
- Meet others who share your passion for improving the patient experience

### What does a Committee member look like?

The Central West LHIN PFAC will include between 10 to 15 members who ideally represent the LHIN's multicultural and geographic diversity. More specifically, the LHIN is seeking Committee members who are committed to improving and enhancing the patient experience, and who share the following qualities and attributes:

- Have had recent lived experience with the health care system as either a patient, family member or both
- Lives within the Central West LHIN
- Able to see beyond their own personal experience
- Committed and passionate about enhancing the patient experience
- Open-minded, solution-oriented with a positive attitude
- Able to speak in a large group or in front of others.

### What is the time commitment?

Expected to meet monthly and committed to meeting no less than 6 times per year, Members will be appointed for a two or three year term, and will attend in-person meetings approximately four times per year. Teleconference opportunities will be made available, as required and, per the Travel, Meal and Hospitality Expenses Directive, members of the Committee are eligible for reimbursement of pre-approved expenses incurred for travel, meals, accommodations and child/elder care.

### Who can participate?

We encourage interested patients, family members and caregivers who live in the [Central West LHIN](#) to complete and submit an [application](#) for consideration as a member of the PFAC.

## Who cannot participate?

Please note, members of LHIN-funded health service provider Boards, elected representatives, practicing health care professionals, paid employees of health charities, employees of companies in health industries, elected officials and employees of provincial and federal health ministries are not eligible for membership.

## How do you become a Committee member?

There are four simple steps to becoming a Committee member:

