



## About the MICs Patient and Family Advisory Council

MICs Group of Health Services is committed to putting patients and their families first and that means viewing the healthcare experience through their eyes.

Our Patient and Family Advisory Council (PFAC) represents the voice of MICs' patient and families who have unique experience, insights, expertise and perspectives that are invaluable to improving patient care. The council provides an opportunity for patients and families to participate as partners in planning services and systems which can positively shape the patient experience.

A Patient Family Advisor is someone who has had a recent experience (within the last three years) either as a patient or a family member of a patient being cared for at our facility. They partner with staff and physicians to help improve the quality of our hospitals' care for all patients and family members

### What you'll do

- **Tell your story.** Share stories about your experiences – positive or negative. This is an important way to gather insights about each other and better understand how the patient and family experience can be improved.
- **Participate in committee work.** Bring an invaluable patient and family perspective to planning and decision making.
- **Review and help create education or information materials.** Contribute to the creation of supportive patient and family material such as forms, health information handouts, discharge instructions, ensuring tools are meaningful and easy to understand.
- **Special Projects.** Partner with us on special projects such as helping to launch a new initiative or plan a patient service or space

### What qualifications are required?

- You or a family member have received care at a MICs Group of Health Services hospital within in the past three years
- Must be 18 years of age or older

### Interested? Apply today!

If you are interested in being part of the Patient and Family Advisory Council, please contact 705-258-3911 ext. 3131. Or fill out the form online.

We thank all those who apply but only those selected for further consideration will be contacted.