



## Patient and Family Advisory Council

### We Want Your Input

**What is a PFAC?** Patient and Family Advisory Councils serve to gather patient and family input and perspective about the care they or their family members are receiving at the clinic. They offer insight and assistance to healthcare providers as a way to make sure the needs of the patient are met rather than meeting needs assumed to be needed by the healthcare providers. Through the work of the PFAC, patients and family members are invited to be collaborative partners with their healthcare team, working towards improved quality, patient safety, improved patient satisfaction, improved health outcomes and lower cost to the healthcare system.

**Why are PFACs Important?** Healthcare is undergoing a total transformation. The goal is to measure, report and reimburse on health outcomes versus individual services provided. Physicians, hospitals, other entities as well as patients are being graded on how well they maintain the health of their assigned patients or themselves. This transformation requires the person and his/her healthcare team to work together to improve health outcomes and lower costs. Patients and families need to take a more active role in decisions/discussions about their health and commit to active participation in following treatment plans.

**How is Broadway Medical Clinic achieving this?** Broadway Medical Clinic is participating with Comprehensive Primary Care Plus through the Centers for Medicare and Medicaid Services, National Committee for Quality Assurance (NCQA) as well as several other programs through local health plans. Our involvement with these groups moves us toward a Patient and Family Centered care model. But we need the engagement and participation of the patient and their family members. Patients are a key part of the healthcare system and have the most at stake.

**How can I participate?** Please contact Candy Chapman, Administrator at [cschapman@bmcllp.net](mailto:cschapman@bmcllp.net) or by phone at 503-331-7650 to get more information or volunteer