

The Kenmore Patient and Family Advisory Council (PFAC) Information Sheet/Application

What is the Patient and Family Advisory Council?

Kenmore's Patient and Family Advisory Council (PFAC) is a vibrant and diverse group of patients, families, and employees who help the Kenmore practice design new ways of delivering high-quality, patient-centered care at Harvard Vanguard Kenmore.

What can I contribute as a PFAC member?

By becoming a PFAC member, you can have a valuable impact on the patient experience by sharing your input and ideas about how we can improve patient care, service, and safety. We are looking for representatives with diverse backgrounds, experiences and perspectives. If you are selected to become a member, you will be asked to serve at least a two year term.

Who can serve on the PFAC?

To become a member of the PFAC, you must be 18 years or older and either a patient or a family member of a patient at Kenmore.

Council members need to be able to:

- Attend monthly meetings, which are currently held the 4th Thursday of the month (excluding July and August) in the evening. Dinner will be provided and parking is complimentary (taxi vouchers available.)
- Commit to serve a minimum term of one year
- Partner with and advocate for the diverse needs of our patients and their families
- See beyond own experience, listen to and respect multiple points of view
- Feel comfortable speaking in a group and actively engage in process improvement
- Share personal experiences in ways that others can learn from
- Commit to the vision and goals of the Kenmore Patient and Family Advisory Council
- Enthusiastically support the overall mission of Harvard Vanguard

How can I join the PFAC?

Please contact our PFAC coordinator, at 617-421-29 or via email, KenmorePFAC@atriushealth.org if you are interested in completing an application.

To be selected as a member of the PFAC, you need to complete an application and a brief phone or in person interview. If selected, you will receive orientation to the Kenmore practice which includes review of our patient privacy policies and a CORI check. Thank you for considering becoming one of our patient partners!

**Kenmore Patient and Family Advisory Council (PFAC)
Membership Application**

Thank you for your interest in the Patient and Family Advisory Council. Membership requires your successful completion of the registration process with Kenmore Administration, including but not limited to: A criminal background check, a formal interview process, and a mandatory orientation. All of your information will be treated confidentially.

Please PRINT all information clearly.

Name:
Address:
Telephone number(s): Please indicate your <u>preferred</u> phone number and the best time to reach you: Work: _____ Home: _____ Cell: _____ Fax: _____
Email Address: _____ Time preferred: <input type="checkbox"/> AM <input type="checkbox"/> PM
Please indicate if you are willing to share your contact information with other PFAC members? <input type="checkbox"/> Yes <input type="checkbox"/> No Please check all that apply: I am a <input type="checkbox"/> Patient <input type="checkbox"/> Family member/significant <input type="checkbox"/> Employee <input type="checkbox"/> other I have been a patient at the Kenmore Practice since _____ (month/year) Additional language (s) spoken _____ Please tell us which service(s) you/your family member have used during the last two years:
Please tell us which activities you might be interested in: <input type="checkbox"/> Reviewing policies and procedures <input type="checkbox"/> Improving the experience for patients and their families <input type="checkbox"/> Developing educational materials <input type="checkbox"/> Serving on committees as a Patient and Family Representative <input type="checkbox"/> Other projects/interests, please explain:
Please tell us why you are interested in joining the Patient and Family Advisory Council:

Please describe any other committee experience you have had either at schools, in the community, through churches, etc.

Do you have experience with public speaking? Yes No

Are you comfortable speaking in a group setting? Yes No

What are some things the staff have done or said that has made you or your family member's experience at Kenmore difficult?

What are some things the staff have done or said that has made your family experience at Kenmore easier?

Please return your application via email to KenmorePFAC@atriushealth.org or mail to:

PFAC - Administration
Harvard Vanguard Kenmore
133 Brookline Avenue
Boston, MA 02215-3904

Thank you for taking the time to apply for the Kenmore Patient and Family Advisory Council.