

NORTH CAROLINA CANCER HOSPITAL **PATIENT & FAMILY ADVISORY COUNCIL**

Information on Becoming a Member of the Council

Our hospital administration places a high value on input from patients, former and current, caregivers and families and appreciates the participation and contributions of the Patient & Family Advisory Council.

Advisory Council Members play a vital role in shaping policy and our approach to care within the hospital setting. They advise on a wide variety of issues: hospital safety, quality improvement initiatives, publications and communications, patient education, staff communications with patients and families, mentorship roles for families and caregivers, grant writing, conferences, focus groups and other patient-related issues and concerns.

The Advisory Council serves as an invaluable resource to health care and administrative leadership by providing patient, family and caregiver perspectives. The Advisory Council is the hospital's formal link to the community it serves.

Based on each member's personal experience, talents, time and commitment, there are endless opportunities to play a role in achieving our mission and common objectives of providing the finest possible care in the most safe and supportive environment.

Our Mission and Goals

Strengthen the collaboration between patients, family members and caregivers and the North Carolina Cancer Hospital's health care team in order to provide the highest quality of comprehensive, safe and compassionate care.

Build an atmosphere of collegiality, candor and trust by giving a voice to patients, family members and caregivers in a constructive and collaborative environment. Inform and enable the continual improvement of services, programs and policies that directly impact our patients and their families.

Council Organization

The Council consists of a maximum of thirty participants including staff and patient, family and caregiver representatives. The staff participants include administration, physicians, nurses and support care.

How Members Are Selected

Members are adult patients who have been treated at North Carolina Cancer Hospital, are in reasonably good health and able to serve for a minimum of two years. Family members or caregivers are selected for their roles in patient care at NCCH. Potential Council Members are chosen with consideration to diversity in medical diagnoses, ethnic backgrounds, gender, economic and geographic diversity and age range.

Advisory Council Opportunities to Serve

- Staff orientation and training
- Mentorship of new families
- Grant writers and reviewers

- Advocacy
- Staff candidate interviews
- Focus groups
- Medical conferences
- Quality improvement initiatives
- Renovation and building project initiatives
- Communication classes for staff
- Evaluating new literature and patient programs
- Policy and program changes
- Liaison between hospital and community
- Committees on safety, pharmacy, legislative action, patient wait time, etc.

Potential Time Commitment, Training and Support for Council Members

The Advisory Council requests a commitment to serve for a minimum of two years. This term could extend up to six years depending on decisions by the Member and Advisory Council leadership. The Advisory Council meets at least twice per year for two-hour meetings. Council Members are requested to participate on various committees.

All Council Members are asked to complete volunteer training prior to serving on the Council or committees. Training consists of an application, background check, immunization records and an interview. This can be a two-week process and includes a four-hour hospital orientation.

Council Members are reimbursed for parking and receive a light meal during the annual Council Meetings.

Why This Council May Be a Perfect Fit for You

As you can see from our stated mission and goals, North Carolina Cancer Hospital values and respects the role of the Patient & Family Advisory Council. This membership is an opportunity to help patients, families and caregivers in our community through your first-hand experience with our hospital. You have been selected because you have had a recent experience with the hospital as a patient, family member or caregiver. Only you can decide if this commitment and involvement makes sense for you.

If you are comfortable communicating and cooperating with others, sharing your input respectfully and objectively, complying with the hospitality confidentiality policy, and are willing to fulfill the time commitment, you are an ideal candidate.

On behalf of NCCH and the Advisory Council, thank you for your consideration and interest in this vital program. We would welcome your voice in this important collaboration. If you have additional questions, please contact me.

Sincerely,

Loretta Muss

Coordinator, Patient & Family Advisory Council