



Patient Family Advisory Council

The Patient Family Advisory Council (PFAC) is a volunteer group of patients, family members, community members, and hospital teammates who work in collaboration with UNC Health Southeastern leaders to improve the overall quality, safety and/or experience for all patients across the organization's network of services.

The PFAC works together to provide helpful insights into a patient's hospital experience so that the organization can improve care and services to benefit all patients. The PFAC can also help to identify areas where the organization is excelling so that leaders can continue those actions and behaviors. As an organization, we want to make sure all patients are heard, treated with dignity and respect, and receive quality care in a caring environment.



UNCHealthSE.org

Benefits & Responsibilities

You will not only be making a difference in the lives of the patients at UNC Health Southeastern, but you will be improving the health and well-being of the people in our region, which is our vision. Being a member of the PFAC allows you to help improve the quality of care our community receives as well as improve the safety of our organization.

As a PFAC member, your responsibilities would be to promote a safe, patient-and-family centered approach to the care and culture at UNC Health Southeastern. We also strive to promote a positive, effective relationship between the organization and the diverse region we serve.

Become a PFAC Member

Eligibility

To be eligible for membership, you must be a current or former patient, the family member of a current or former patient, or the caregiver of a current or former patient.

Qualifications

Members of the PFAC should be able to communicate well, have a desire to share information and experiences that will assist in enhancing the healthcare environment, and be able to work well in a team setting.

Time Commitment and Meetings

Once you have been accepted into PFAC, you will attend orientation, much like new UNC Health Southeastern teammate. Meetings are held quarterly.



How to Apply

- Visit www.unchealthsoutheastern.org/patients-visitors/pfac/
- Download and complete the PFAC application.
- Mail or fax the completed application to:
Patient Experience Department
UNC Health Southeastern
300 W. 27th Street
Lumberton, NC 28358

Fax number: (910) 671-5488

Once your application has been received, you will be contacted to set up an interview.

