Example Patient and Family Advisory Council Mission, Goal, and Vision Statement

The [insert practice name] Patient and Family Advisory Council (PFAC) strives to ensure that [insert practice name] will deliver high-quality patient- and family-centered care. The PFAC was formed with the recognition that patients and families are an essential resource to [insert practice name]. By partnering with patients and families, [insert practice name] will enhance processes, procedures and care delivery and fulfill its stated mission.

**Mission of [insert practice name]:**

1. Quality Health Care: Quality happens when our patients have timely access to staff and providers in a system that is consistent and engenders caring and trust. Our medical outcomes will be measurable and meet or exceed established benchmarks.
2. Financial Viability: We will charge a fair price for our services and seek to control costs. We will grow our business by providing value to our patients and families/customers. Paying ourselves fairly allows us to invest in quality people, our most important resource.
3. Consideration for Each Other: We will act in a professional and courteous manner to our patients, families and fellow employees at all times, even in the face of the many challenges each day presents.

**Goal**

The members of our Patient and Family Advisory Council (PFAC) will be committed to advancing patient- and family-centered care at [insert practice name] and work together to resolve challenges at the practice (such as access, communication and customer service) with the aim of improving and enhancing the care provided to all patients and their families.

**Vision**

Advance a new face of health care at [insert practice name] by providing access to patient and family perspectives that will ensure the delivery of high-quality, patient- and family­ centered care.

Example materials provided courtesy of First Street Family Health in Salida, CO.

Source: AMA. *Practice transformation series: forming a Patient and Family Advisory Council*. 2016.