

RIVER'S EDGE

HOSPITAL • ST. PETER



River's Edge Hospital

Patient & Community Advisory Council

WHAT IS THE RIVER'S EDGE PATIENT & COMMUNITY ADVISORY COUNCIL?

The Patient & Community Advisory Council is a diverse group of community members, current or recent patients, and family members who represent the collective voice of our patients and families. Council members offer advice, information and recommendations to support patient care, planning, and procedures. Information presented by this group provides leaders and staff with a better understanding of how to improve quality, program development, service excellence, communications, patient and family education, staff orientation, education, and patient/family satisfaction and loyalty.

WHO ARE THE COUNCIL MEMBERS?

Members are those willing to actively participate in discussions and recommend solutions. The council will consist of six (6) to ten (10) patient, family, and/or community members, two (2) River's Edge Staff members, two (2) River's Edge Hospital Commissioners, and a staff liason.

HOW LONG DO MEMBERS SERVE ON THE COUNCIL?

Council members serve varying terms of commitment. We ask members to make an initial one-year commitment. We also understand that "life happens" and commitments may need to be amended.

WHAT TYPES OF ISSUES WILL THE COUNCIL ADDRESS?

The council may discuss any aspect of hospital or support operations - including admission/discharge practices, patient safety, and communication. The goals of the council are to:

1. Strengthen decision-making by drawing upon the diverse experiences and viewpoints of the people who look to River's Edge Hospital for care.
2. Offer insight and recommendations for improving quality, service, safety, access, education, and patient/family satisfaction and loyalty.
3. Serve as a coordinating group to receive and respond to patient and community input, channeling information, needs and concerns to staff and administration.
4. Enhance relationships between River's Edge Hospital patients, families, and the community.

WHEN AND WHERE ARE MEETINGS HELD?

The Council will meet at least four (4) times per year. Meetings will be held at River's Edge Hospital for no more than two hours.

WHAT IF I AM AN EMPLOYEE OR A FAMILY MEMBER OF AN EMPLOYEE?

River's Edge Hospital values the feedback of its employees as well as family members of employees. All applicants will be considered for membership on the Patient & Community Advisory Council.

HOW DO I KNOW THAT I AM READY TO BE A MEMBER OF THE PCAC?

I am ready to be a PCAC member when:

- I am willing to talk about the positive and/or negative care experience I had as a patient or family member of a patient.
- If I had any negative experiences, I am coping well and am ready to respectfully share my ideas about how things could have gone differently.
- I am ready to speak up and share suggestions and potential solutions to help improve hospital care of other patients and family members.
- I am willing to think beyond my own personal experiences.
- I can bring a positive attitude to discussions.
- I can listen to and think about what others say, even when I disagree.

****Due to the confidential nature of topics and patient privacy, council members will be required to sign a privacy and confidentiality contract.***

For additional information, please call **Stephanie Holden, 507-934-7645.**