



Bermuda Hospitals Board

We invite you to join BHB's Patient & Family Advisory Council

We welcome applications for advisors
on the Patient & Family Advisory Council (PFAC)
for the 2022/2023 term.



What is a Patient & Family Advisory Council?

The PFAC is a formal partnership comprising patient, family member and employee volunteers who serve as patient/family advisors, helping to make informed recommendations to the organisation. By sharing their unique experiences and perspectives, advisors make a difference in the care experience of the patient. BHB welcomes open and honest discussions and information sharing with the PFAC advisors.

Who sits on the Council?

The PFAC chairperson and community advisors are patients and family members who have experienced patient care at BHB within the past two years. The Council is supported by a BHB physician, a BHB Executive Team member and staff members, along with administrative support, to ensure the Council is well connected to the work of the organisation. All advisors participate on a voluntary basis.

What are the terms of membership?

Community advisors are asked to participate for a minimum commitment of three months, and are welcome to serve for up to one year. The chairperson is required to make a one-year commitment. Terms are organised with appropriate overlap to ensure consistency of membership.

What are the requirements for participation?

An application process is required for those interested in volunteering on the Council, and applicants will be considered based on personal attributes and their care experience. PFAC advisors must have the following qualities: good communication skills, respectful attitude towards others, ability to interact well with different types of people, and ability to work effectively in partnership with others.



Bermuda Hospitals Board

What are the duties and responsibilities of the Council?

Advisors assist in the valuable work of providing the patient and family perspective for various projects and work undertaken by BHB, by contributing at PFAC meetings and participating in subcommittee work or other engagement opportunities where possible. Volunteers are asked to serve as advisors, not as advocates: an advisor seeks to inform a process, while an advocate seeks to ensure a particular outcome.

Other duties and responsibilities include:

- to advise BHB on meeting the needs of patients and families through teamwork with staff
- to participate as partners in the planning and operations of specific programmes within the mandate of the PFAC
- to respond to requests for patient/family advisors to participate on committees, taskforces and working groups
- to provide a forum for patients and families to identify opportunities to improve the quality of care and to participate in quality improvement initiatives at BHB
- to promote opportunities for collaboration among patients, families and staff at BHB
- to advance patient engagement and patient-centred care in all services provided by BHB
- to prepare an annual work plan and PFAC report

How often does the Council meet?

The PFAC meets a minimum of four times per year and at the request of the chairperson. Meetings are two hours in length and usually held in the evenings.

What advisory positions are available and how can I apply?

Community roles:

- chairperson
- community advisor (7)

If you are interested in applying for one of these roles, please visit bermudahospitals.bm/PFAC or email PFAC@bhb.bm to request an application form. Alternatively, application forms can be collected from the Quality & Risk Management Department on the fifth floor of the KEMH General Wing or the receptionist in the MWI lobby.