

# Patient and family advisory councils: the voice of the community

## Our values

Sentara values people, quality, safety, service and integrity. The Sentara patient-centered care philosophy recognizes the perspectives of patients and their families as a valuable resource to fulfilling our mission, values and vision.

Our Patient & Family Advisory Councils (PFACs) represent a community partnership, built by developing and nurturing an ongoing relationship. Sentara encourages the involvement of patients and families in shaping our healthcare services, and we invite you to join us!

## Share your voice

Sentara is proud to provide volunteer opportunities and support across our system through our Patient & Family Advisory Councils. Members of these councils commit their time, efforts and talents to serve as a voice of our community on a variety of healthcare programs and projects. Working together we support our mission "to improve health every day."

## Who would make a good PFAC member?

### Someone who can

- be a good listener
- respect others' perspectives
- be interested in more than one component of healthcare
- see beyond his or her own experiences
- show genuine compassion and concern for the well-being of others
- interact well with a variety of people with diverse backgrounds
- be a good partner
- have realistic expectations