

Purpose

The purpose of the Engagement Council is to assist the hospital in gathering insight from community members and providing recommendations to hospital leaders on programs and projects related to the strategic goals of the organization. This insightful feedback is expected to positively impact the patient and family experience.

The specific duties of the Hospital Engagement Council shall be to:

- Gather feedback from community members to assist the hospital in improving systems, processes, safety, and efficiency of care for patients and family members.
- Collaborate with hospital leaders as necessary to integrate suggested improvements into the planning and development process for new initiatives, programs, and projects.
- Provide suggestions on ways to build positive relationships between the hospital and members of the community.
- Assist in promoting health care services provided by the hospital to the community through networking and advocacy efforts.
- Serve on subcommittees as requested.

Submit completed application via email to Teri.Mustain@hshs.org or by mail to:

HSHS St. Joseph's Hospital Highland
Patient and Family Engagement Council
Attention: Teri Mustain
12866 Troxler Ave.
Highland, IL 62249



Patient and Family Engagement Council

The Patient and Family Engagement Council's mission is to provide a collaborative partnership for families and HSHS clinicians, administrators and colleagues to promote the delivery of patient and family-centered health care.

Together, we will provide resources and guidance to strengthen our collaboration, improve communication and empower families to have a voice in the care of their loved ones. We are currently accepting applications from families to serve on the Council.



Frequently Asked Questions

What is the Patient and Family Engagement Council (PFEC)?

The Patient and Family Engagement Council (PFEC) is a partnership of families and HSHS hospital staff, clinicians and managers. The council collaborates to promote patient and family-centered health care. The PFEC provides resources and guidance to promote teamwork, improve communication and empower families to have a voice in their loved one's care at HSHS St. Joseph's Hospital Highland.

What is the patient and family-centered care?

Patient and family-centered health care values patients and families as vital partners in the health care they receive. In the patient and family-centered model of health care, patients and families are included in decision-making and improvement efforts. As part of this model, the PFEC will share ideas and work together to improve hospital services.

Who may apply to become a member of the Patient and Family Engagement Council?

Family advisors are selected to represent the many different types of families who access HSHS St. Joseph's Hospital Highland. Families who use a wide range of hospital services are encouraged to apply. Adult family members, care givers and those from a variety of cultures, races, religions, and social backgrounds will be considered.

What is expected of family advisors on the Patient and Family Engagement Council?

Family advisors are expected to bi-monthly meetings. The monthly meetings will be held on a day and time based on mutual agreement among all PFEC members. Family advisors do not need any specific experience or background to serve on the PFEC, but they should be able to:

- Express their opinions and suggestions in a positive light
- Respect other members even though they may not share your point of view
- Work in partnership with people of different backgrounds
- Serve on the PFEC for a term of one-year

Will I be paid for my time?

All positions are unpaid, volunteer positions. A light meal or snack may be served at each meeting.

How do I apply to become an PFEC advisor?

A limited number of family advisor positions are available and a wide variety of members are needed, however, not every applicant can be accepted. If you are interested in serving on the Patient and Family Engagement Council, other volunteer opportunities may be available.

Time Commitment

- Council Members will be selected for one-year terms
- Council members are required to attend monthly meetings either in person or via a conference call

Interested

Email Teri Mustain at Teri.Mustain@hshs.org or call 618-651-2530.

Structure

The council will consist of 60% community members and 40% hospital leadership.

The roles of the council include:

- Chairperson(Community)
- Co-Chair (Hospital)
- Nurse Manager/Leader
- Council Secretary
- 10-20 current or past patients and/or family members

Membership

An informal pool of former patients and family members will be identified by Engagement Council members and will be invited to participate in this committee. This committee will provide additional insight into process improvements, construction projects, program development, and other appropriate initiatives related to the patient experience. These individuals may be suggested through formal invitations, colleague recommendations, physician referral, or leadership member recommendations.

- Parents or adult family members of children who have received inpatient or outpatient care at Advocate Children's Hospital
- Parents or family members of children with a chronic medical condition and frequent users of services are preferred
- A wide variety of pediatric specialties, geographic areas and cultures