

# PATIENT & FAMILY ADVISORY COUNCIL UCLA RESNICK NEUROPSYCHIATRIC HOSPITAL

## What is a Patient & Family Advisory Council (PFAC)?

A PFAC is a council comprised of patients, families, and treatment team members who work together to improve the patient experience. Members draw from their personal experiences to improve care for patients requiring psychiatric or mental health services at UCLA.

## Who is on the PFAC at Resnick Neuropsychiatric Hospital (NPH)?

The Resnick Neuropsychiatric Hospital has an active and dedicated council. The members consist of persons who have received treatment at the Resnick NPH, persons who are family members of someone who received treatment and treatment team providers. Members have experience receiving treatment in or working in all levels of care at Resnick NPH, including the inpatient units, the Partial Hospitalization Programs, Intensive Outpatient Programs, and outpatient psychiatric care. Each member is passionate about mental health issues and is committed to improving the experience for patients and families.

## What are the goals of a PFAC?

We aim to improve treatment outcomes, increase satisfaction, and improve quality and safety of care by creating programs and initiatives that provide comfort, information, advocacy tools, and resources to patients, and friends of those receiving treatment in all levels of care at Resnick NPH.

## What does the UCLA Resnick PFAC do?

Members of the Resnick NPH PFAC identify opportunities for process improvement and program development that will benefit patients, family members and friends. Our team is solution-oriented; when we identify an opportunity, we work together to create a plan of action. Our projects include developing an App for mobile phones providing valuable information for patients and families. The PFAC engaged in a website redesign to better capture services at UCLA and educational videos to support patient and family satisfaction. In an effort to improve patient satisfaction and assist families navigating the system, the PFAC developed videos that provide information for patients admitted to the hospital.

## What is the time commitment?

The PFAC convenes on a monthly basis for a duration of ninety minutes during a weekday. In the interest of creating cohesion and continued progress, members are encouraged to attend all meetings. Members must commit to not miss more than 2 meetings per calendar year.



## Do I have to make a financial commitment?

No, members do not pay to join the PFAC, and parking is compensated.

## What are the requirements?

Members of the PFAC must have an experience receiving treatment at Resnick NPH or have been involved in a family's member's treatment. Members put their personal grievances aside in order to fulfill the goal to improve care for all patients and families all families receiving treatment at Resnick NPH.

## I'm interested in joining...what's next?

Please email [PsychPFAC@mednet.ucla.edu](mailto:PsychPFAC@mednet.ucla.edu) for more information.