



The **GBMC Randolph B. Capone Cleft Lip and Palate Program Patient Family Advisory Council (PFAC)** is a formal way to help continuously improve the patient experience by representing the collective voice of all patients and families through collaboration with The Randolph B. Capone Cleft Lip and Palate Program advisors. This partnership seeks to better understand the patient and family experience to prioritize and improve comprehensive and compassionate patient- and family-centered healthcare.

The PFAC selection committee is currently seeking nominations for any parent/guardian/caretaker who has had a child in The Randolph B. Capone Cleft Lip and Palate Program or is/was an adult patient in the Cleft Program.

Examples of PFAC involvement include, but are not limited to:

- Provide guidance to define the ideal patient experience and assist with its implementation by the Cleft Program
- Collaborate on projects by serving as a resource, including participation in teams and/or recruitment of other Patient Family Advisors (PFAs) to serve on time-limited, project- focused efforts.
- Support the growth and development of the Cleft Program and community. Evaluate the needs of the clinic patient population to ensure patients are receiving the best care and are welcomed as valued members of the community
- Plan patient family events.

PFAC members are required to attend meetings four times per year either in-person or virtually.

The full-time commitment per month is expected to be approximately 1 hour for standing meetings, preparation, and correspondence.



For more information or to submit an application, please visit www.gbmc.org/patients-and-visitors/patient-and-family-advisory-council or scan the QR code.

To learn more about The Randolph B. Capone Cleft Lip and Palate Program, visit www.gbmc.org/cleft