

# The electronic newsletter for the Patient and Family Advisory Council at the Emirates Health Services

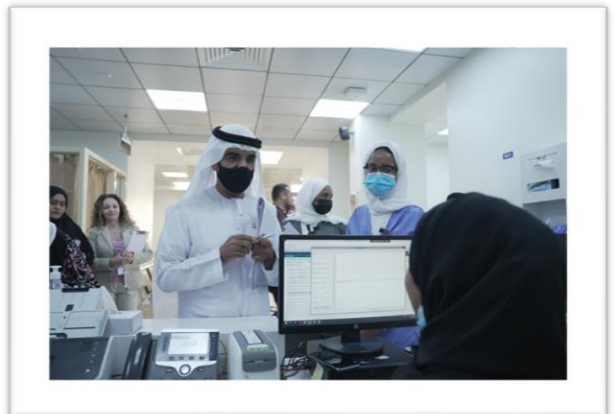
The First Issue 2023



## Overview of the Patient and Family Advisory Council at Emirates Health Services

Patient and Family Advisory Council (PFAC) is an approach for partnership with patients and their families on one side and the Emirates Health Services on the other side. The aim is to create an appropriate environment to work together as partners to improve the quality and safety of healthcare services provided across EHS facilities.

The council can make suggestions to improve the patient experience, provide advice on policies and practices to support patients and families engagement, plan and evaluate the programs, as well as providing input on healthcare policies, programs and practices at EHS .



## PFAC Activities and Initiatives

# The Launch of the Electronic Webpage for the Patient and Family Advisory Council in October 2021

Emirates Health Services Council has announced the launch of the electronic webpage for the Patient and Family Advisory Council on EHS website.

This step came as part of EHS commitment to enhance collaboration with patients and their families, encouraging active participation in the development and improvement of healthcare services at EHS.

### Website link:

<https://www.ehs.gov.ae/en/about-us/the-patient-and-family-advisory-council>

Home > About us > The Patient and Family Advisory Council (PFAC)

## The Patient and Family Advisory Council (PFAC)

**PFAC overview**

Patients and their Families advisory council is an approach for partnership with patients and their families on one side and the Emirates Health Services (EHS) on the other side. The aim is to create an appropriate environment for both sides to work together as partners to improve the quality and safety of care across healthcare facilities.

Patient and family representatives are individuals who have received health care from our health facilities or representatives of community associations offering insight and input to help the Emirates Health Services provide care and services that are based on the specific needs of the patient and their families rather than the assumptions of physicians or healthcare facility staff about what the needs of patients and families are.

The advisory council can make suggestions to improve the patient experience, provide advice on policies and practices to support patient and family engagement, offer recommendations on how to measure and evaluate patient and family engagement, plan and evaluate the programs, and provide input on healthcare policies, programs and practices.

**Our Vision**  
Leading healthcare with community participation

**Our Mission**  
Develop the health services provided in various units under the Emirates Health services through an effective and distinguished participation for patient representatives, community groups and institutions to obtain safe health care by adopting international best practices.

**Our Core Values**

- Quality and Innovation
- Respect
- Empowerment
- Teamwork
- Transparency

## PFAC Activities and Initiatives

### **The friendly parking initiative for patients and families**

The Friendly parking for patients and their families is an initiative which aim at improving the patients and families experience in using the parking services across all EHS healthcare facilities.

A manual for " The Friendly Parking Initiative For Patients And Their Families" has been developed, aiming to enhance the value of the patient from the point of entry to the hospital or healthcare center by adopting standards for patient-friendly parking.



## PFAC Activities and Initiatives

### **The friendly parking initiative for patients and families**

The counsel members participated in the field visit to the parking area at the following hospitals; Umm Al Quwain Hospital, Fujairah Hospital, Al Qassimi Hospital, and Ibrahim Bin Hamad Obaidallah Hospital to contribute to the assessment, feedback, and suggestions for improvement.





## PFAC Activities and Initiatives

### **"With your participation, our services improve" Initiative at Saqr Hospital**

The Council members participated in the field visit to the emergency department, outpatient clinics, and the inpatient departments at Saqr Hospital. The goal of the visit was to contribute to the evaluation, provide feedback, and give suggestions to improve the patient's experience while receiving healthcare services in the hospital.

Different recommendations were adopted to improve the customers' journey in outpatient clinics and redesign the inpatient pediatrics department to be more suitable and child friendly environment in terms of the design and providing entertainment for children.



## PFAC Activities and Initiatives

### **Improving services and experiences for patients and their families ( Improving the services at dental care centers)"**

The counsel members participated in the field visit to the specialized dental care center in Khorfakkan with the aim of reviewing the dental services, such as reviewing the preventive program for oral and dental health, which seeks to create healthy generations free from dental caries by implementing the use of fluoride for children according to the recommendations of international health organizations accredited in the field of dentistry.

The counsel members provided different recommendations to improve the dental appointment booking services and to reduce the appointments waiting list.



## PFAC Activities and Initiatives

**"With Allah's grace, we take care of you"**

**An initiative aimed at enhancing the services provided to senior citizens**

EHS held the 8<sup>th</sup> session of the Patient and Family Advisory Council in Ajman, titled "With Allah's grace, we take care of you" to highlight healthcare services provided for both senior citizens and residents.

The session included the presence of a group of senior citizens, their families, caregivers, as well as participation from Obaid Allah Hospital, Al Amal Hospital, customer satisfaction department and primary healthcare department representative.

The session activities included a review of EHS services provided to senior citizens, along with a discussion of different suggestions to improve healthcare services provided and enhance their experience, especially regarding home care services as well as enabling senior citizens to use the electronic application to receive different services at EHS facilities.





## PFAC Activities and Initiatives

### **Participation in improving EHS electronic application**

The Council members' participated in improving the use of the electronic application and presenting the following suggestions to facilitate and enhance the user experience:

- Encouraging the use of the application by people of determination and seeking their feedback for improvement
- Improving the laboratory results report in order to make it more user friendly and easily understandable for patients.
- Suggesting the addition of a feature for booking appointments on behalf of children or elderly parents.

### **Participation with EHS leaders in a meeting to discuss “Improving the service of medical appointments” in EHS**

- The Council members participated in a meeting to discuss improving the medical appointment scheduling service with the presence of leaders from EHS.
- Customer satisfaction results regarding the medical appointments service were presented. Additionally, a simulated experience of booking a medical appointment using various service channels was organized. Based on this, feedbacks and improvement suggestions were shared and discussed to enhance the service.

For suggestions, comments and  
communication:



Email: [info@ehs.gov.ae](mailto:info@ehs.gov.ae)