**Words and Actions to include in the PFAC Mission Statement**

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| --- | --- |
| **Experience Council** | **Patient and Family Advisory Council** |
| Improve Processes | Improve |
| Ideas | Better patient and doctor relationships |
| Share | Voice |
| To be part of the answer/feedback | Communication |
| Innovation | Innovation |
| Involvement | Sounding Board |
| Engagement | Liaison |
| Understand | Openness |
| Advocacy for self and others | ADVOCACY |
| Respect of others in the groups | Accountability |
| Real story...Honesty | Honesty |
| Promote our Growth | Link to Community |
| Educating of self, others, community | Caring for others |
| Compassion | Raising the level of passion |
|  | Inclusive |
|  | Listening |
|  |  |

Mission Statement (first draft):

We will provide a voice as liaisons between patients, family members, the community and Lakewood Health System. We commit to advocate ethically and honestly through involvement and communication. We will strive to raise the level of compassion in the care provided to all.