



If you are interested in learning about becoming a active member of the Lesbian, Gay, Bisexual, & Transgender - Patient and Family Advisory Council (LGBT-PFAC) at **Bellevue Hospital Center**

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Lesbian, Gay, Bisexual, & Transgender
PFAC
Patient & Family Advisory Council



We Invite You and a Family Member(s) to become an Active Partner of the Lesbian, Gay, Bisexual, & Transgender-Patient and Family Advisory Council (LGBT-PFAC)

Enhancing the patient experience is about focusing on health care through the eyes and “Voice” of its customer. You are the key to this development.

We take this opportunity to invite you to become a partner and join our new Lesbian, Gay, Bisexual, & Transgender-Patient and Family Advisory Council (LGBT-PFAC). Your active participation will benefit our patients and their family, as well as to have a positive impact in the delivery of healthcare here at Bellevue.

The following are the four major Core Concepts set by the Lesbian, Gay, Bisexual, & Transgender - Patient and Family Advisory Council (LGBT-PFAC).

- * **Dignity and Respect**
- * **Information Sharing**
- * **Collaboration**
- * **Participation**

MISSION

The Lesbian, Gay, Bisexual, & Transgender - Patient and Family Advisory Council (LGBT-PFAC), is comprised of patients, their families, and staff. It is a multi-disciplinary and expansive advisory resource that strives to support the mission, vision, and goals of Bellevue Hospital Center. The Lesbian, Gay, Bisexual, & Transgender - Patient and Family Advisory Council (LGBT-PFAC) delivers the highest standard of comprehensive and compassionate health care. The PFAC aims to accomplish this goal by partnering with patients and families in identifying opportunities to effect changes for improving service and care to the LGBT community. The LGBT-PFAC is primarily concerned with ensuring dignity and respect for patients and their families by:

- ◆ Providing complete, unbiased information to LGBT patients and their families.
- ◆ Sharing the decision-making process and responsibility with patients and their families at the level they choose.
- ◆ Collaborating with patients and their families in creating the policies and programs for their well-being.

BENEFITS OF AN LGBT-ADVISORY COUNCIL

- ◆ Provides an effective mechanism of receiving and responding to consumer input.
- ◆ Results in more efficient planning to ensure that services really meet consumer needs and priorities.
- ◆ Leads to increased understanding and cooperation between LGBT-patients, families, and staff.
- ◆ Promotes respectful, effective partnerships between patients, families, and professionals.

WE ARE LOOKING FOR LGBT PATIENTS AND THEIR FAMILY WILLING TO MAKE A COMMITMENT TO:

- ◆ Work to improve the patient and family experience of the LGBT community members,
- ◆ Work as a team member,
- ◆ Attend scheduled meetings,
- ◆ Share individual experiences,
- ◆ Meet with other patients and families,
- ◆ Respect the perspective of others,
- ◆ Provide open feedback,
- ◆ Work on program development projects,
- ◆ Educate the leadership and staff.



Patient and Family members of the Lesbian, Gay, Bisexual, and Transgender - Patient and Family Advisory Council (LGBT-PFAC) will be chosen on the basis of the following criteria:

- ◆ A willingness to embrace the mission, vision, and goals of the LGBT-Patient and Family Advisory Council.
- ◆ The ability to draw on their own personal experiences to provide feedback about and suggestions to improve the patient experience overall and yet will engage thoughtfully and constructively in an objective manner with the Issues and ideas discussed during each meeting.
- ◆ They or a family member have used Bellevue's services in a recent timeframe.
- ◆ A genuine interest and motivation to actively participate in problem-solving and donate time to attend meetings and work on tasks for the LGBT-Patient and Advisory Council.
- ◆ Respect patient **CONFIDENTIALITY** at all times.

