



The Perinatal and Pediatric Family Advisory Council provides insight into patient and family experiences. Our goal is to promote the highest quality of care.



Perinatal and Pediatric Family Advisory Council

Northwestern Medicine
Central DuPage Hospital



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What is the Perinatal and Pediatric Family Advisory Council?

The Perinatal and Pediatric Family Advisory Council (PPFAC) comprises of a combination of parents/legal guardians, obstetric patients and hospital representatives who work together to help plan and evaluate hospital services, provide feedback and suggestions to improve quality and safety, and advocate for patient and family centered care across Northwestern Medicine Central DuPage Hospital (CDH).

Your input makes us better

Through the Perinatal and Pediatric Family Advisory Council at Northwestern Medicine Central DuPage Hospital, advisor members can:

- Help plan and assess hospital services
- Suggest changes to improve quality and safety
- Be a voice for patients and families served across the hospital
- Work with hospital staff and leaders to make care better
- Help us meet patient needs
- Help shape policies
- Educate staff and leaders about family-centered care
- Support lobbying for women's and children's healthcare issues

Who PPFAC members are

Parents, legal guardians and obstetric patients serve as advisor members. They should have recently spent a lot of time in inpatient or outpatient settings in Pediatrics or Obstetrics at Central DuPage Hospital. Care team members from these departments also serve on the council.

Council members attend meetings and meet basic volunteer requirements. They offer advice, input, feedback and ideas. They do not get paid.

Members should:

Work well with hospital staff to bring about positive change	Ask questions when they need more information
Be honest	Keep the council's work private
Share opinions and ideas in helpful ways	Want to help make hospital care better
Listen to and accept input from others	Commit to one year of service

Diversity makes us better

We seek members who represent all:

Races	Abilities
Ethnicities	Income levels
Nationalities	Sexes
Religions	Sexual orientations
Cultures	Gender identities or expressions
Languages	

We can provide accommodations that members may need to fully participate in meetings.

What to expect

PPFAC co-chairs screen and interview people who wish to join the council. Those who join go through an orientation with Volunteer Services.

The PPFAC meets once every three months. It may meet more often, if needed. Meetings follow an agenda and allow time for discussion.

PPFAC is...	PPFAC is not...
An advisory council	A support group
A group of people who work together	A focus group
Made up of people who care about patient- and family-centered care at Central DuPage Hospital	A voice for one patient
Driven to improve the hospital for all patients	Driven to make the hospital better for members or their loved ones
A chance to improve care at Central DuPage Hospital	A chance to express anger and disappointment

To learn more or apply to join the Perinatal and Pediatric Family Advisory Council, visit nm.org/PPFAC or use this QR code.

