The University of Michigan Comprehensive Cancer Center Patient and Family Advisory Board (PFAB) was created in 2011 as a patient- and family-centered care resource. We work with patients and families, rather than just doing for them. We are committed to putting patients and their families at the center of everything we do. By sharing experiences about our care, we can help ensure that exceptional care is delivered to all of our patients and their families. This focused-care model enhances the integration of the healthcare team with the patients and families to improve the care experience, quality, safety, and efficiency for all.

There are many ways to participate as a Patient and Family Adviser for the Cancer Center, all of which provide rewarding opportunities for valuable input into decisions and plans that affect cancer patients and their families. These include:

**Patient and Family Advisory Board (PFAB):** A Cancer Center-wide board consisting of 12-20 volunteer patient and family advisers and up to six staff/faculty members. Members share their views and experiences at monthly board meetings and through other invited activities throughout the Cancer Center. **Time commitment:** 11, two-hour meetings per year; two three-year terms; workgroup participation; completion of on-site volunteer orientation, and annual status renewal.

**PFAB Committees:** Four committees established to address the areas that most impact patients and families in their cancer care: Communication, Improving Outpatient Care, Improving Inpatient Care, and Patient and Family Support and Education. **Time commitment:** variable, as meetings are scheduled by each committee. Completion of on-site volunteer: orientation/training and annual status updates are required.

The work of each PFAB Committee is summarized below:

**Communication Committee**
The Communication Committee supports the communications needs of the Patient and Family Advisory Board and its committees by developing key messages and working to ensure the board communicates those messages consistently. The committee also works to increase awareness of the Patient and Family Advisory Board and the services it provides among patients and families, staff, and faculty through contributions to various communication vehicles as appropriate.
**Outpatient Committee**
The Outpatient Committee works as an advisory resource wherever adult outpatient care is delivered within the University of Michigan Comprehensive Cancer Center. Our goal is to ensure that the patient and family voice is heard, understood, and honored as all doctors, faculty, and staff work together to deliver exemplary patient-centered care in our outpatient clinics, and treatment areas (chemotherapy, radiation, X-ray, pharmacy, etc.).

**Inpatient Committee**
The Inpatient Committee is focused on bringing the patient/family voice to initiatives that involve our cancer patients and their families when they are being cared for on our UMHS units (e.g., 8A-Oncology Acute Care). This includes policies and procedures relative to bedside nurse handover reports, collection of patient/family feedback on inpatient stays, and review of patient/family materials given to patients/families or used by staff during hospital stays.

**Patient and Family Support and Education**
The Patient and Family Support and Education Committee is dedicated to providing the patient and family perspective on supportive care needs through collaboration and consultation with the Patient and Family Support Services (PFSS) staff on programs, service development, and strategic planning. Key areas of responsibility include psychosocial supportive care, amenities and multidisciplinary services that help the person (patient?) and entire family adjust to life with cancer, and patient and family educational programs and materials addressing treatment and services at the UMCCC.

**E-Advisers:** An online group of patient and family members who are interested in sharing advice and opinions via online surveys and/or completion and review of printed or web-based materials. **Time commitment:** variable; participation does not require on-site presence or completion of volunteer orientation/training.