

Why your voice matters

Your experience can help make care better for others.

PFAC gives patients, family members, caregivers, staff, and community members a respectful place to share ideas, discuss opportunities for improvement, and help create positive change.

Ready to make a difference?

Learn more about PFAC and apply to be considered for the council.



RRH.org/PFAC



760-499-3118



The Patient & Family Advisory Council

Your voice can help shape the future of healthcare in our community.





Working together for better care

PFAC is a partnership between community members and Ridgecrest Regional Hospital. Patients, family members, caregivers, and RRH staff work together to share experiences, provide feedback, and identify opportunities to improve care.

Members share insight that helps improve safety, quality, communication, and the overall patient experience.

How advisors make a difference

PFAC advisors help RRH better understand what patients and families need.

- Share their experience as a patient, family member, or caregiver
- Give feedback on communication, services, policies, or materials
- Participate in council meetings, focus groups, or short-term projects
- Review forms, handouts, or discharge instructions
- Offer ideas that support safer, clearer, more patient-centered care

What to expect

- PFAC advisors are required to serve a one-year term.
- PFAC advisors typically volunteer one to four hours per month.
- Participation can be short-term or long-term, depending on your interests and availability.
- No special qualifications are required. Training and support are provided.

A place for ideas and solutions

PFAC is a respectful, confidential space for sharing feedback and ideas that can improve care for all patients and families.

- **PFAC is for:** ideas, experiences, feedback, communication, safety, quality, and long-term improvements.
- **PFAC is not for:** complaints, urgent concerns, personal medical advice, or resolving individual medical issues.

