

ROPER  **ST. FRANCIS**

Patient & Family Experience Council
Your Input Matters to Us



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For more information or to request
an application to join the Council:
(843) 789-1771
patientfamilyexperience@rsfh.com

ROPER ST. FRANCIS PATIENT & FAMILY EXPERIENCE COUNCIL

The Patient & Family Experience Council advocates and empowers patients and families to take an active role in improving the patient experience at Roper St. Francis facilities.

The Patient Experience is a Patient-Centered Culture Based On:

Mutual respect and understanding

Open and clear communication

A collaborative partnership to achieve the best outcome for every individual

YOU CAN HELP US IMPROVE OUR CARE AND ENGAGE FAMILIES BY JOINING OUR COUNCIL

As a volunteer member, you will:

Explore healthcare issues and challenges facing patients, family members and the community.

Improve the planning, delivery and evaluation of healthcare services at Roper St. Francis.

Recommend new policies, programs, and services to address the needs of patients and family members.

Identify opportunities to improve patient and family satisfaction.

Volunteer Member Requirements:

Have had direct experience as a patient or family member at Roper St. Francis.

Be willing to work in partnership with others to develop solutions to improve the patient experience.

Be willing to listen and reflect on issues, thoughts, priorities that are different than your own.

Respect and maintain confidentiality of patient and Roper St. Francis information.

COUNCIL INFORMATION

Membership on the Council is for a two year term.

Monthly meetings are held at one of our hospitals.

Full Council meetings are held every other month for two hours and include lunch.

Sub-committee meetings are held every other month for one hour and held on the opposite months.

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