

## Include Always

Windom Area Health was proud to be named one of five Minnesota hospitals to be a pilot for the Include Always program through the Minnesota Hospital Association.

Together, we're creating a cultural shift, a unified mindset where the patient is truly one of us. It's a whole new health care approach. It takes a whole lot of change. It takes courage. It takes all of us working together to make our system the best it can be. We will listen more, engage often, and Include Always.



## Questions?

Contact Emily Masters, Chief Human Relations Officer, to get more information or to join the PFAC at 507-831-0625 or [emily.masters@windomareahealth.org](mailto:emily.masters@windomareahealth.org).

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# Patient & Family Advisory Council

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# Windom Area Health Invites Patients and Families...

## To Share...

Windom Area Health relies on a Patient & Family Advisory Council to serve in an advisory capacity to support the organization in personalizing and improving the healthcare experience, improving safety and advancing performance improvement efforts.

Our goal is to include patients and families at every level throughout their care with us. Through conversations, sharing ideas, and inviting patients to participate, the outcome will be better health care for everyone.

## To Participate...

Patients and family members with both positive and constructive feedback and experiences are invited to join.

Contact Emily Masters, Chief Human Relations Officer, to get more information or to join the PFAC at **507-831-0625** or **[emily.masters@windomareahealth.org](mailto:emily.masters@windomareahealth.org)**.



## To Make a Difference...

Our Patient & Family Advisory Council (PFAC) is made up of community members that have used or are familiar with our services.

They attend a meeting every other month, along with several members of our staff. They work on various projects and issues, such as:

- patient flow and traffic
- service issues
- marketing ideas
- facility navigation
- performance improvement efforts
- clinical issues like safety and readmissions

**We look to our PFAC members to provide a unique patient and family perspective.**

