

## A Letter from the Committee

In January 2020, UNMH made the decision to establish a Patient Family Advisory Committee (PFAC) that incorporates best practices in design and implementation. A contract for consulting services with H2Pi was finalized in February with an ambitious development timeframe. A UNMH Project Team was immediately formed, and the project launch was scheduled for March 24-25 onsite at UNMH. However, the nationwide lockdown due to the Covid-19 crisis required unprecedented resilience and adaptation, with all planning and implementation work done virtually via UNMH's Zoom platform.

It's proven that PFAC has become the catalyst for positive change to reduce medical errors and increase quality care. With a mission this strong we knew we could not wait another day. This pandemic only magnified the need to move forward with the creation of a system wide PFAC in UNMH. We strive to provide our community with excellence care but know we can always do better.

UNMH mission is exceptional care for all of New Mexico through compassion, learning and discovery. Our goal was to create a committee that embodies a partnership with open, transparent, communication about what works well for our patients, family members and what could be done better and to identify potential health disparities in patient care. The PFAC will reflect the diverse patient populations we serve; the committee will be composed of patients, family members and community leaders, as well as healthcare professionals from University of New Mexico Health System (UNMH).

At UNMH we're proud that we were able to accomplish this journey in such a time of crisis and we received so much support to continue on this journey. That administration, the project committee, and everyone we've encountered to assist in the launch of this PFAC has been so excited that we are creating and to be a part of such an important communication tool to our hospital

Sincerely,

Patient Family and Advisory Committee, UNM Hospital

