

About PFAC

Clarinda Regional Health Center's Patient and Family Advisory Council (PFAC) is an excellent way to help our healthcare organization understand the perspective of our patients and families better. Our PFAC is an important group that helps to inform outreach, reduce barriers in healthcare, and drive lasting improvements that Advance Exceptional Care.



PFAC Contact



Morgan Johnson
Quality Improvement Coordinator



Phone
712-542-6740



Email
mjohnson@clarindahealth.com



Address
220 Essie Davison Dr | Clarinda, IA



Patient Family ADVISORY COUNCIL

220 Essie Davison Dr. P (712) 542-8330 ClarindaHealth.com
Clarinda, Iowa 51632 F (712) 542-8397 f X @ d in

What do PFAC Members do?

- Attend quarterly meetings
- Share personal healthcare experiences
- Provide feedback on hospital policies, programs, & services
- Work on projects that enhance patient-centered care

Requirements:

- A commitment and desire to improve healthcare in our community
- Ability to attend regular meetings virtually or in person



Your Voice Matters!



Who Can Join PFAC?

- Patients and their family members who have received care at Clarinda Regional Health Center.
- Individuals who are eager to share their perspectives and collaborate with healthcare providers.

How Can I Join PFAC?

- Complete an application at: ClarindaHealth.com/PFAC
- Reach out to Morgan Johnson at 712.542.6740

PFAC Makes a Difference!

Check out some of the changes we've implemented at CRHC because of feedback from PFAC member:

Enhanced Patient Comfort & Accessibility:

Installed coat and purse hooks in all public and patient restrooms to improve convenience and overall visitor experience.

Improved Appointment Communication:

Implemented automated appointment reminders that include both check-in and appointment times, helping reduce confusion and missed appointments.

Upgraded ER Area Environment:

Updated waiting room furniture in the Emergency Department to create a more comfortable, patient-centered, and privacy-conscious space.

Healing Environment Enhancements:

Updated patient room paint colors to create a calmer, more welcoming atmosphere.

Outdoor Space Improvements:

Collaborated with the Beautification Committee to enhance landscaping outside patient rooms, providing a more pleasant and therapeutic environment for patients.

Increased Patient Privacy:

Installed window tinting in patient rooms to improve privacy and comfort.

Improved Waiting Areas:

Upgraded patient waiting room furniture to enhance comfort and overall experience.