Patients and their Families advisory council

Patients and their Families advisory council is an approach for partnership with patients and their families on one side and the Emirates Health Services (EHS) on the other side. The aim is to create an appropriate environment for both sides to work together as partners to improve the quality and safety of care across healthcare facilities.

Patient and family representatives are individuals who have received health care from our health facilities or representatives of community associations offering insights and input to help the Emirates Health Services provide care and services that are based on the specific needs of the patient and their families rather than the assumptions of physicians or healthcare facility staff about what the needs of patients and families are.

The advisory council, chaired by Dr Muna Mohammed Salem Al Kawari, can make suggestions to improve the patient experience, provide advice on policies and practices to support patient and family engagement, offer recommendations on how to measure and evaluate patient and family engagement, plan and evaluate the programs; and provide input on healthcare policies, programs and practices.

The Council Objectives:

* Work as an advisory body for the Emirates Health Services to improve the quality of health care.
* Empower different categories of society to participate in the improvement of the quality of healthcare services.
* Develop communication mechanisms with different categories s of society.
* Provide consultations and proposals to improve patient experience in healthcare Facilities.
* Suggest policies, approaches and practices that support healthcare facilities.

To contact the council and send your suggestions and feedback on EHS facilities, drop an email at PFAC@ehs.gov.ae ​