

News letter

Patient & Family Advisory Council

Person Centered Care Shaping Care Together

1 Your Voice Our Commitment

Your feedback and suggestions are invaluable in helping us shape our services—because your health matters. Please scan the QR and fill out the survey.



Continuing Our Journey in Person-Centered Care

As we reflect on the second PFAC meeting of 2025, our commitment to person-centered care remains at the heart of everything we do at Fakeeh University Hospital. Guided by the Planetree philosophy, we continue to prioritize dignity, compassion, and collaboration—ensuring that every patient and family voice is not only heard but integrated into our care practices and future planning. This quarter, our discussions delved deeper into enhancing communication, access, mental health services, and recruitment practices—all with one common goal: to co-create a healthcare experience that is safe, respectful, and truly responsive to individual needs. The meaningful exchange between our patients, families, and care teams serves as a powerful reminder that true healing happens when care is shaped together.

Thank you to all PFAC members for your invaluable insights, your time, and your unwavering dedication. Together, we continue to lead with purpose, compassion, and the shared vision of a better, more human healthcare system.

2 Key Highlights Q2 Meeting

- 💡 Additional staff have been hired to improve call center response times and support new clinic operations.
- 💡 A new Mental Health Unit is being developed with a focus on safety, therapeutic design, and patient-centered care.
- 💡 The PFAC will enhance patient engagement through regular feedback reviews, newsletters, and virtual meetings.



3 Recruitment Process at FUH

The recruitment process begins with validation of staffing needs by the relevant department. Approved roles are posted internally and externally to ensure equal opportunity. Applications are screened, followed by **interviews for shortlisted candidates**. Managers then complete assessment forms evaluating key competencies. This structured approach ensures fair and efficient hiring.

4 Mindcare Unit Developed

Developing a Mental Health Unit begins with designing a safe and healing environment tailored to the needs of both inpatient and outpatient psychiatric care. The infrastructure is carefully planned to include an appropriate number of rooms, ensuring smooth patient flow and adequate capacity. **Special attention is given to creating a therapeutic atmosphere** through the selection of calming colors and comfortable, secure furniture, following evidence-based design principles. Throughout the process, patient safety and risk reduction remain top priorities, influencing every detail of the layout and fixtures.