



Brigham and Women's Faulkner Hospital
**PATIENT AND FAMILY
ADVISORY COUNCIL**

Brigham and Women's Faulkner Hospital's Patient Family Advisory Council

The experience of care, as perceived by patients and families, is a key factor in improving healthcare quality, access and safety. Including the perspectives and experiences of patients and families directly into the planning, delivery and evaluation of healthcare is the cornerstone for patient- and family-centered care at Brigham and Women's Faulkner Hospital.

For many years, Brigham and Women's Faulkner Hospital has relied upon the guidance of their Patient Family Advisory Council (PFAC). This group of former and current patients and family members aims to offer input and feedback on projects and initiatives involving aspects of care, patient and family education, program development, service excellence, communications, quality and safety, space redesign and staff orientation and education.

What is Brigham and Women's Faulkner Hospital looking for in its PFAC membership?

- Recent experiences with care at Brigham and Women's Faulkner Hospital, as a patient or family member
- Ability to work in partnership with others
- Comfort with sharing ideas and different points of view
- Willingness to see beyond own personal experiences
- Demonstrate understanding and respect when listening to differing opinions
- Diversity of backgrounds and views
- Passion for safety, quality improvement, process and design work and public health matters

Time commitment and expectations:

- Join as a full-time member or as an ad hoc member
- Commit to a term of 3 years
- Attend meetings every other month for 90 minutes or contribute by phone or email
- Participate and offer feedback on hospital projects and initiatives
- Support Brigham and Women's Faulkner Hospital's mission and maintain confidentiality
- Be an advocate for all patients and families

PFAC accomplishments:

- Participation in the design and use of renovated space in the Taiclet Family Center and surgical consult office, 2 South Inpatient Psychiatry and outdoor terrace, Emergency Department and Results Pending Area, Special Testing and OPIC
- Involvement in service excellence initiatives, including the development of electronic patient satisfaction surveys, iRounds to collect real-time feedback from patients in the hospital and signage in the Emergency Department specifying wait times for tests and procedures to improve communication
- Assistance with patient education materials, such as the handbook *Your Guide to Brigham and Women's Faulkner Hospital* and the Center for Pre-Operative Evaluation Patient Education Video
- Input on wayfinding initiatives, including Wayfinding Web App and Blue Dot Technology, designed to provide the location of service areas within the hospital and directions to appointments
- Contribution to the Brigham Health Hospital Without Stigma Statement, intended to reduce stigma and raise awareness around language used when referring to patients

We look forward to partnering with you!
If you would like to be more involved with your community hospital and are interested in being considered for the role of Patient Family Advisor, please contact:

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BRIGHAM HEALTH
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