



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 health care quality and safety. The perspectives of patients and families is integral in the planning, delivery and evaluation of health care, which is the cornerstone for patient- and family-centered care here 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. This group of former and current patients and family members aims for improvement in quality, access and safety.

The Patient Family Advisory Council at Brigham and Women's Faulkner Hospital has instituted the following Charter:

- Brigham and Women's Faulkner Hospital commits to working with patients and families and considers them to be partners and active participants with members of the health care team.
- We resolve to treat all patients and families with dignity, compassion and respect. We commit to recognize differences and preferences of patients and families with respect to culture, ethnicity and abilities when determining levels of care.
- To maintain the vitality of our commitments to patients and families, we recognize the importance of partnering with them in identifying, designing, evaluating and improving hospital operations, policies and care delivery.
- Patient Family Advisory Council members are encouraged to participate in the on-going process improvement work of hospital-wide committees, either as standing members of the committee or by providing consultative feedback when committee

members attend Patient Family Advisory Council meetings to collaborate on quality and safety improvement work.

Patient Family Advisory Council Accomplishments

- Participation in the design, use of space, colors and amenities in the Taiclet Family Center, including a surgical consult office that provides private space to meet with physicians post-procedure.
- Assistance with the format and content of the new patient handbook, *Your Guide to Brigham and Women's Faulkner Hospital*.
- Creation of the Patient Family Advisory Council logo, which was designed to be easily recognizable throughout the organization to signify Patient and Family Advisory Council involvement in content.
- Ongoing assistance with simplifying physician and services directories, wayfinding maps and signage.
- Participation in promotional hospital video, *Through our Doors*.
- Redesign of the process for preoperative check in.



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:

Rosemarie Shortt, RN, MM
Director of Patient Family Relations
617-983-7425
Rshortt@partners.org



BRIGHAM AND WOMEN'S
Faulkner Hospital