

# MEET WHITTIER'S

## Patient and Family Advisory Council (PFAC)

### » WHAT IS THE PFAC?

- » The Patient and Family Advisory Council was established in October 2010. It is comprised of patients, family members, and staff who collaborate on ways to improve the quality of care and accessibility of the hospital. The council acts as advocates for patients and their families while promoting the philosophy of patient-centered care.



### » GOALS AND ACCOMPLISHMENTS

Through the direct efforts of the PFAC, the following goals have been accomplished:

- » A **Family Support Group** was established in November 2010. The group is run by Joellen Falk, MSW and meets every Monday from 1:00 – 2:00 pm in the Medical Resource Room of the hospital. The focus of the group is to allow family members to connect and share their coping strategies and success stories. For more information, please contact Joellen Falk at (978) 469-1453.
- » A **Glossary of Hospital Staff** was created in January 2011. The glossary outlines Whittier's clinical staff and their roles. It is given to every patient upon admission in their education packet.
- » An **Introduction DVD** was completed in February 2012 and introduces the patient and family to the hospital and key personnel. The DVD is shown continuously in every patient room on the Whittier channel.
- » An **Outpatient Seating Area** was installed in January 2012 just outside the entrance to the Outpatient Department. This gives patients a place to sit while awaiting transportation.
- » A **Medical Health Passport** was created and finalized in October 2012. It is given to all patients to use in recording all of their pertinent health information and is portable so that the patient will be able to carry it with them at all times.

## Interested in becoming a member?

- » If you or someone you know is interested in becoming a member of the PFAC or you would like more information please contact: **Joyce Willette, Customer Relations Coordinator** (978) 469-1421 • [jwillette@whittierhealth.com](mailto:jwillette@whittierhealth.com)