Patient Family Advisory Council Annual Report for 2014

Marlborough Hospital
Member hospital of UMass Memorial Health Care, Inc.
157 Union Street
Marlborough, MA 01752
508-481-5000
www.marlboroughhospital.org
www.facebook.com/MarlboroughHospital

Co-chairs of the Marlborough Hospital PFAC:
Tina LeMay, staff member, ultrasound technologist, department of radiology
Bill Fisher, patient/family member
Hospital administrative liaison:
Ellen Carlucci, vice president of marketing, communications, development and community outreach

Introduction:

The Marlborough Hospital Patient & Family Advisory Committee (PFAC) is a group of committed patients, family members, caregivers and healthcare providers who are volunteers and work together in partnership to improve the quality, safety and experience of care at Marlborough Hospital. The PFAC is a vital link between Marlborough Hospital (MH) and the communities that the hospital serves by identifying the needs and priorities of patients and their families in conjunction with MH’s healthcare professionals. The formation of the PFAC has helped strengthen the communication among patients, families, caregivers and staff and provides input to Marlborough Hospital leadership in planning and evaluating services, programs, policies and new facilities. The PFAC promotes respectful, effective communication and partnership among patients, families, the community, and the hospital, in order to achieve improved understanding and cooperation, leading to improvements in clinical care, patient safety, and patient/family satisfaction.

The PFAC is a hospital committee whose membership is appointed by the Senior Leadership Team, based upon recommendation of the employee and patient co-chair. The committee is an advisory group to members of hospital administration and board of trustees. The current membership consists of 50% patient/family members and 50% staff. Minutes detailing council accomplishments are submitted to the Patient Care Advisory Council (PCAC) after each meeting and an annual report summarizing issues and improvement activities is submitted annually to the Board of Trustees and Senior Leadership. The PFAC Charter is attached.

Patient and Family Advisory Committee (PFAC) Membership Eligibility:
Patients or family members of patients that have received care at Marlborough Hospital as well as, designated Marlborough Hospital staff are eligible for PFAC membership. The committee has diverse representation from the communities Marlborough Hospital serves. In collaboration with the Marketing, Communications, Volunteer and Community Benefits and Outreach Department, the PFAC utilizes a variety of strategies to recruit new members to the council. There is information posted on the hospital website about the PFAC and the hospital maintains an active social media presence on both Facebook and Twitter. There is also a PFAC brochure that is on display throughout the hospital.
in public and patient areas as well as it is distributed at community events that the hospital participates in. Prospective PFAC members must complete an application and are interviewed by the co-chair before attending a meeting. The council actively recruits members that reflect the community the hospital serves. Currently, we have representation from the senior population, former employees who are also patients, members who are of ethnic descent and speak Portuguese which is a very common language in this community and grateful patients who are also donors. We are actively seeking a representative from the business community or a civic organization. Application and interview questionnaire are attached.

**Member Responsibilities:**
- Support of the mission of the hospital
- Attend and participate in scheduled committee meetings
- Able to listen to differing opinions and share different points of view
- Respect the perspectives of others
- Share insights and information about their experiences in ways that others can learn from them
- Work in partnership with others

**PFAC meetings:**
The PFAC meetings take place monthly and no less than quarterly with a goal of four to eight meetings per year. The meetings are held in the hospital board room from 5 to 7 pm on the second Tuesday of the month and a light dinner is served. The agenda is prepared by the co-chairs and the administrative liaison and is distributed in advance to the members along with the prior meeting’s minutes. There are often guest speakers from various hospital departments who attend the meetings and present information about their role at the hospital, provide hospital updates, including quality and safety metrics (the hospital’s True North Metrics is shared at the meetings) or solicit feedback from the PFAC on issues or concerns. A meeting agenda, minutes and the True North metrics (August) are attached.

**PFAC goal setting process:**
Each council member is asked to submit a minimum of two ideas for projects for the upcoming year. The PFAC, as a group, will select a minimum of two to three (depending on the complexity and length of time for project completion). Throughout the year, projects may be added as an issue or concern is identified by a member of the council and/or member of the senior leadership team or board of trustees.

**2014 accomplishments:**
The 2014 year was a year of significant change at Marlborough Hospital. In early 2013, the president and ceo resigned abruptly and interim leadership was in place until November when a new president and ceo was named. The first quarter of the fiscal year which began October 1, 2013 was a fiscal disaster with record low volume. A reduction in workforce took place in January 2014 and a reorganization and consolidation of the senior leadership team. The vice president of quality and safety position was eliminated and the PFAC was an area which fell under this leadership. Also, another position that was eliminated was held by the employee who was the PFAC co-chair. He chose to remain on the committee as a patient member; however a new co-chair who is an employee, was nominated and elected. A new hospital administrative PFAC liaison was named to replace the vice president of quality and safety. Through aggressive expense management and close attention to labor costs as well as a rebound in volume, the hospital turned the corner and has climbed out from being negative to a positive bottom line.

Despite the challenges listed above, the PFAC maintained a presence and was able to implement a rapid response initiative in the hospital through posting of signage in patient and treatment rooms as well as develop and approve a PFAC brochure and a marketing plan to recruit new members. A commitment has been made by the council to familiarize themselves more about the hospital’s safety and quality metrics as well as learn more about each department and the role they play. Guest speakers from various hospital departments have been asked to present and discuss what they do and to solicit input from the PFAC as to how the council may be used. To date, the behavioral health department, risk management/patient advocacy and complaints as well as the community benefits and volunteer departments have presented.
Members of the hospital’s PFAC are also active members of the community and participate in a variety of local and civic organizations and often serve as hospital ambassadors in the community. The members who are hospital employees also serve on various patient care teams, participate in safety huddles, and have positions that have strong interaction with patients (ultrasound tech, registration staff, and director of mental health partial health program, human resources generalist, development officer/community outreach and LEAN specialist).

The Marlborough Hospital Patient and Family Advisory Council is committed to setting and achieving goals for 2015 and to continue to grow the council. A renewed energy and enthusiasm for acting on behalf of the patient is prevalent at each and every meeting.
# Mission Statement
The Marlborough Hospital Patient and Family Advisory Council (PFAC) is an organized group of interested adult patients, family members, caregivers and health care providers who volunteer their time to serve on a committee in a structured environment to give feedback and suggestions to improve the quality, patient safety and care experience at Marlborough Hospital.

The PFAC membership consists of current and former patients or their family members, who reflect the diverse communities served by Marlborough Hospital. Several members of the hospital’s clinical staff and administration also serve on the council.

Membership will be at least 50% patient and/or family members.

# Council / Group Information
<table>
<thead>
<tr>
<th>Patients or Family Members of Patients:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Janet (Jan) Daigneault</td>
</tr>
<tr>
<td>John O’Loughlin</td>
</tr>
<tr>
<td>Peter Brewster</td>
</tr>
<tr>
<td>Debra Franco</td>
</tr>
<tr>
<td>Erika Wilkinson</td>
</tr>
<tr>
<td>William (Bill) Fischer</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Marlborough Hospital Staff:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dorothy (Dot) Ahlman</td>
</tr>
<tr>
<td>Heidi Donnellan</td>
</tr>
<tr>
<td>Lori Granger</td>
</tr>
<tr>
<td>Tina Lemay</td>
</tr>
</tbody>
</table>

# Council Commitment & Leadership
- Council members agree to serve two-year terms except at inception (2010).
- Individuals may serve up to two (2) two-year consecutive terms; 4 years total.
- Meetings will generally be held monthly and no less than quarterly with a goal of four to eight (4-8) meetings per year. Members must attend a minimum of 6 meetings per year.
- The PFAC Chair is a hospital employee who is nominated and elected by the PFAC members and serves a two-year term.
- The PFAC Co-Chair is a patient/family member who is nominated and elected by the PFAC members and serves a two-year term.
- Members will be asked to volunteer to take the minutes of two PFAC Meetings, and publishing the minutes within 7 days.
- The hospital’s VP of Development, Marketing & Communication serves as the Council’s Liaison | *Ellen Carlucci – Current Council Liaison – 1/22/2014*

# Council Purpose
The primary goal and purpose of the PFAC is to provide a voice from the patient perspective and offer valuable input to senior management, hospital administration, and clinical staff. The PFAC functions in an advisory capacity for the hospital, rather than a directive capacity. Those who have first-hand experience as a patient or support person, whether at Marlborough hospital or another institution, are uniquely qualified to provide helpful insight into ways to improve the patient-care experience. The council may focus on any number of issues such as patient safety, provider communication, possible improvements and more.

**PFAC Scope of Duties may include:**
1. Participation on other hospital committees, task forces, and/or advisory boards; addressing patient issues
2. Review Hospital’s publicly-reported quality information; for possible improvement activities or projects.
3. Participation in reward and recognition programs.
4. Participation in staff Department Meetings, as appropriate.
5. Any other role in accordance with the hospital’s policies and procedures.
6. Be an advocate for the hospital in community organizations or other groups in which we are members.

**Reports:**
Minutes are presented to the hospital Patient Care Assessment Committee (PCAC).

*Charter Owners: Tina Lemay, Ellen Carlucci*
Patient and Family Advisory Council (PFAC) Membership Application

Thank you for your interest in the Patient and Family Advisory Council. Membership requires your completion of this application, an interview, and a criminal background check (CORI). All information will be treated confidentially. Membership on this council also requires a commitment to attend 75 percent of the Council meetings.

Please PRINT all information clearly:

Name: __________________________________________
Address: __________________________________________
City: __________________________ State: __________ Zip Code: __________
Telephone number(s): Please indicate preferred phone number and best time to reach you: __________
Work __________________ Home __________________ Cell __________________
E-mail address: __________________________ Fax: __________________

Please indicate if you are:

☐ Patient    ☐ Family member of patient    ☐ Hospital employee

What did you or your family member's care involve? [Check all that apply]

☐ Outpatient    ☐ Inpatient Stay    ☐ Emergency Department Visit

If family member, what is relationship to patient? __________________________________________

Why would you like to become a member of the advisory council? __________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

____________________________________________________________________________________

Comments related to treatment experience(s): __________________________________________

____________________________________________________________________________________
Please list your area(s) of special interest: __________________________________________

______________________________________________________________________________

Prior Convictions (Please read this carefully before answering)

Have you been convicted of a felony or misdemeanor? ☐ Yes ☐ No

[If yes, explain] ________________________________________________________________

______________________________________________________________________________

I certify that the statements made in this application are true and correct and have been given voluntarily. I understand that I will not be paid for my services as a volunteer member of the Patient and Family Advisory Council. I agree to respect patient confidentiality and respect the opinions of others. I understand that membership on the Patient and Family Advisory Council appointment will be based upon approval from advisory council co-chairs and senior management. Volunteers who are best suited for the advisory council will be chosen based on our diverse communities, interviews and group consensus.

For those applying as a family member: I have notified my family member(s) that I am applying to sit on the Patient and Family Advisory Council and that I may be discussing their experience at Marlborough Hospital.

Initials __________

Please return completed application to Patient and Family Advisory Council, Marlborough Hospital, 157 Union Street, Marlborough, MA 01752. You may contact the PFAC via telephone (508) 486-5624 Fax: 508-229-1210 or e-mail to PFACMarlborough@umassmemorial.org

By signing this application, I am authorizing the advisory council to discuss my participation in the program.

Applicant's Signature __________________________________________ Date __________________

Received by PFAC: on __________________________
MARLBOROUGH HOSPITAL

PFAC Applicant Interview

Name: ____________________ Date of Interview: ____________

1. Appointment to the PFAC is for a two year period with 6-8 meetings
   a year. Are you able to commit to this requirement? [ ]YES [ ]NO
   Comment: ____________________________________________
   ____________________________________________
   ____________________________________________

2. What has been your experience at Marlborough Hospital
   ____________________________________________
   ____________________________________________
   ____________________________________________
   ____________________________________________

3. Why are you interested in being on this Advisory Council?
   ____________________________________________
   ____________________________________________
   ____________________________________________
   ____________________________________________

4. Do you have any committee work experience through work or your
   personal/social life?
   ____________________________________________
   ____________________________________________
   ____________________________________________
   ____________________________________________

5. Are you comfortable expressing your thoughts ideas and opinions in
   a group setting?
   ____________________________________________
   ____________________________________________
   ____________________________________________
   ____________________________________________
6. For scheduling meetings, what days of the week and time of day would be best for you?
Day(s): __________________________________________
Time(s): __________________________________________

Interviewers: ______________________  ______________________
Comments: __________________________________________
____________________________________________________
____________________________________________________
____________________________________________________
____________________________________________________

RECOMMENDATION:
[ ] Appoint to the council
[ ] Do not appoint to the council
PFAC Meeting Agenda – September 16, 2014

1) Dinner and Attendance
2) Introduction of Estrela Paulino (Tina)
3) Review of Minutes from June meeting 2014 (All)
4) Recent Personal Health Care Experiences (All)
5) Review/Discuss 2015 Goals/Projects (All)
6) Review/Discuss Annual Report (All)
7) Presentation/discussion with Deb Gard, director of risk management
8) Presentation/discussion with Mary Ann Stein – Utilization of Hospital Volunteers as Patient Information Source
9) Next Meeting/Adjournment
MINUTES OF MEETING FOR PFAC

DATE: June 10, 2014
LOCATION: Board Room

PRESENT (7): Bill Fischer, Tina Lemay, Ellen Carlucci, John O’Loughlin, Peter Brewster, Dot Ahlman, Lori Granger (recorder)

GUESTS: None
ABSENT: Janet Daigneault
EXCUSED: Erika Wilkinson, Debra Franco, Heidi Donnellan

NEXT MEETING: September 16, 2014

<table>
<thead>
<tr>
<th>ITEM</th>
<th>DISCUSSION</th>
<th>ACTION</th>
<th>RESPONSIBLE</th>
<th>DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dinner &amp; Attendance</td>
<td>Dinner was served and attendance was taken. The group briefly discussed repeated absences by some members. (The minutes now indicate “ABSENT” if we do not know in advance of a member’s absence and “EXCUSED” if we do know in advance.) Ellen mentioned Safe Summer Fun Day on June 7th was successful, with a good turnout.</td>
<td>Informational</td>
<td>Bill</td>
<td>6/10/14</td>
</tr>
<tr>
<td>Review of Minutes from May 6, 2014</td>
<td>Minutes were reviewed from the May 6 meeting and accepted as published.</td>
<td>Accepted</td>
<td>All</td>
<td>6/10/14</td>
</tr>
<tr>
<td>Distribution of PFAC Charter</td>
<td>The final version of the PFAC charter was distributed; dated June 10, 2014 (today’s date).</td>
<td>Informational</td>
<td>Bill/All</td>
<td>6/10/14</td>
</tr>
<tr>
<td>Recent Personal Health Care Experiences</td>
<td>Ellen shared family experiences that resulted from her husband’s unfortunate 1:1 with a car battery. They came to the Emergency Dept here at Marlborough Hospital and were well cared for.</td>
<td>Informational</td>
<td>Ellen/All</td>
<td>6/10/14</td>
</tr>
<tr>
<td>Report Out on State PFAC Conference</td>
<td>John &amp; Bill attended the state PFAC conference at Holy Cross on May 14. Both found it very worthwhile and suggested all PFAC members attend next year, if the PFAC budget will support it. There is much to learn! John &amp; Bill attended different workshops to make the most of their time. John talked through the highlights of the workshops he attended. Bill distributed a 5-page handout of his notes and also talked through the key learnings from the workshops he attended. See Bill’s handout for details. See also the 6/6 email from Bill that includes a URL/link to the slide presentations available at the conference. During the Report-out on</td>
<td>Informational</td>
<td>John &amp; Bill</td>
<td>6/10/14</td>
</tr>
</tbody>
</table>

PRESIDENT ___________________________ RECORDER Lori Granger ___________________________ DATE June 10, 2014
| Recruitment Activity/Update | Bill and Tina mentioned they provided PFAC information to the public at the Safe Summer Fun Day held at the hospital on Saturday June 7th. John shared a key recruitment learning from the PFAC conference, from the presentation by Deborah Washington from Mass General Hospital on “Recruiting to Represent the Community Served”:  
- Only 41% of PFACs reported that they are representative of the community served by the hospital; 37% did not report on this at all.  
- John suggested Interpreter Services at Marlborough Hospital might be a good source of information about people in our community who might serve as new PFAC members.  
Ellen agreed to reach out to Leda Celedon, Manager of Interpreter Services at MH, as a possible resource.  
Ellen mentioned the “Convoy of Hope” community event and how it might be a good forum for PFAC recruitment efforts. (After the meeting, Lori found information on the web: Event on October 11, 2014, at Steven’s Park, 70 Belmont St. – see URL: http://www.convoyofhope.org/outreach/marlborough/)  
We discussed the possibility of our spiritual care staff possibly taking an active role in sharing PFAC info with patients and/or family members. We later discussed more actively engaging Volunteers with the PFAC. Ellen agreed to talk to Mary Ann Stein, Director for both of these areas.  
John suggested we reach out to the Assabet Valley LPN program (http://www.assabetvalleyn.org/) for potential PFAC recruitment. Ellen agreed to make contact.  
| Projects/Improvement Ideas | We intended to brainstorm projects/improvement ideas for the PFAC to work on this year but unfortunately ran out of time. All attending members agreed to email their two (2) ideas to Bill before the 9/16/14 meeting. Bill will document them, and distribute to the PFAC Members. |
### Marlborough Hospital
CEO Report
September 2014

1. Voluntary Termination (excludes per diem)

2. 400 Employee ideas implemented
3. STAR (Variance) Entries

#### True North Metric Table

<table>
<thead>
<tr>
<th>Metric</th>
<th>Target</th>
<th>Stretch</th>
<th>FY13</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>Aug</th>
<th>FYTD 14</th>
</tr>
</thead>
<tbody>
<tr>
<td>Falls with injury</td>
<td>10</td>
<td>8</td>
<td>10</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>10</td>
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<tr>
<td>Aggregate HAI</td>
<td>11</td>
<td>10</td>
<td>12</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>2</td>
<td>0</td>
<td>1</td>
<td>4</td>
<td>14</td>
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<tr>
<td>HCAHPS: Rate 9-10</td>
<td>63%</td>
<td>69%</td>
<td>57%</td>
<td>40.0%</td>
<td>62.5%</td>
<td>53.6%</td>
<td>48.6%</td>
<td>55.6%</td>
<td>53.6%</td>
<td>76.2%</td>
<td>46.7%</td>
<td>54.2%</td>
<td>41.7%</td>
<td>75.0%</td>
<td>55.3%</td>
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<tr>
<td>Physician Kept you informed</td>
<td>83.0</td>
<td>87.0</td>
<td>83.2</td>
<td>72.0%</td>
<td>72.2%</td>
<td>65.5%</td>
<td>74.0%</td>
<td>78.9%</td>
<td>77.4%</td>
<td>83.3%</td>
<td>78.5%</td>
<td>80.0%</td>
<td>72.2%</td>
<td>100.0%</td>
<td>77.6%</td>
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<tr>
<td>Nurse kept you informed</td>
<td>87.5</td>
<td>89.9</td>
<td>86.0</td>
<td>75.8%</td>
<td>71.7%</td>
<td>72.4%</td>
<td>70.5%</td>
<td>78.8%</td>
<td>77.4%</td>
<td>79.2%</td>
<td>70.2%</td>
<td>66.7%</td>
<td>69.4%</td>
<td>100.0%</td>
<td>70.3%</td>
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<tr>
<td>ED Total LOS</td>
<td>210</td>
<td>180</td>
<td>201</td>
<td>140</td>
<td>144</td>
<td>118</td>
<td>128</td>
<td>163</td>
<td>94</td>
<td>121</td>
<td>124</td>
<td>130</td>
<td>136</td>
<td>419</td>
<td></td>
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<tr>
<td>ED Boarder Time (sys)</td>
<td>120</td>
<td>100</td>
<td>201</td>
<td>140</td>
<td>144</td>
<td>118</td>
<td>128</td>
<td>163</td>
<td>94</td>
<td>121</td>
<td>124</td>
<td>130</td>
<td>136</td>
<td>419</td>
<td></td>
</tr>
<tr>
<td>Employee Ideas Implemented</td>
<td>400</td>
<td>450</td>
<td>575</td>
<td>35</td>
<td>37</td>
<td>33</td>
<td>36</td>
<td>42</td>
<td>36</td>
<td>41</td>
<td>42</td>
<td>42</td>
<td>419</td>
<td>878</td>
<td></td>
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<tr>
<td>Star (variance) Entries</td>
<td>480</td>
<td>500</td>
<td>458</td>
<td>35</td>
<td>42</td>
<td>101</td>
<td>87</td>
<td>90</td>
<td>111</td>
<td>98</td>
<td>91</td>
<td>87</td>
<td>58</td>
<td>878</td>
<td></td>
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<tr>
<td>Voluntary Termination</td>
<td>35</td>
<td>30</td>
<td>22.3</td>
<td>3</td>
<td>2</td>
<td>4</td>
<td>2</td>
<td>4</td>
<td>3</td>
<td>2</td>
<td>3</td>
<td>3</td>
<td>3</td>
<td>34</td>
<td></td>
</tr>
<tr>
<td>Operating Margin (Gain YTD)</td>
<td>1.4%</td>
<td>1.6%</td>
<td>1.4%</td>
<td>-12.9%</td>
<td>-4.8%</td>
<td>-9.7%</td>
<td>-2.5%</td>
<td>-7.4%</td>
<td>7.5%</td>
<td>1.9%</td>
<td>4.3%</td>
<td>-1.5%</td>
<td>9.3%</td>
<td>4.9%</td>
<td>-0.9%</td>
</tr>
<tr>
<td>Overtime</td>
<td>3.6%</td>
<td>3.2%</td>
<td>4.4%</td>
<td>4.5%</td>
<td>5.7%</td>
<td>3.5%</td>
<td>4.2%</td>
<td>4.2%</td>
<td>3.3%</td>
<td>4.5%</td>
<td>1.9%</td>
<td>2.7%</td>
<td>3.3%</td>
<td>3.2%</td>
<td>3.7%</td>
</tr>
<tr>
<td>FTE/100 adjusted discharges</td>
<td>3.5</td>
<td>3.4</td>
<td>3.4</td>
<td>3.6</td>
<td>3.5</td>
<td>3.4</td>
<td>3.0</td>
<td>3.4</td>
<td>3.0</td>
<td>3.1</td>
<td>3.1</td>
<td>3.6</td>
<td>3.2</td>
<td>3.1</td>
<td>3.3</td>
</tr>
<tr>
<td>Adjusted Disch/Month</td>
<td>1.002</td>
<td>1.023</td>
<td>1.018</td>
<td>973</td>
<td>1.008</td>
<td>996</td>
<td>1.111</td>
<td>946</td>
<td>1.075</td>
<td>1.025</td>
<td>1.006</td>
<td>929</td>
<td>1.057</td>
<td>1.089</td>
<td>1.018</td>
</tr>
</tbody>
</table>

Status Summary: **On** **Near** **Off**
August HCAHPS Surveys: N=4
We invite you to be a voice for improving patient care at Marlborough Hospital by becoming a member of the Patient and Family Advisory Council (PFAC).

Marlborough Hospital believes that patient and family involvement in care is an important part of its mission to “improve the health of individuals and the communities we serve as an integral part of the UMass Memorial Health Care system.” The PFAC is a valuable forum for patients and families to provide their opinions, suggestions and input.

Thank you for your interest in becoming a PFAC member.
The Patient and Family Advisory Council

The Marlborough Hospital Patient and Family Advisory Council (PFAC) is an organized group of interested adult patients, family members, caregivers and health care providers who volunteer their time to serve on a committee in a structured environment to give feedback and suggestions to improve the quality, patient safety and care experience at Marlborough Hospital. This committee was formed in 2010.

Council Members

The PFAC membership consists of current and former patients or their family members, who reflect the diverse communities served by Marlborough Hospital. Several members of the hospital clinical staff and administration also serve on the council.

Council Goals

The primary goal of the PFAC is to provide a voice from the patient’s perspective and offer valuable input to senior management, hospital administration and clinical staff. Those who have first-hand experience as a patient or support person, whether at Marlborough Hospital or another institution, are uniquely qualified to provide helpful insight into ways to improve the patient-care experience. The council may focus on any number of issues such as patient safety, provider communication, possible improvements to patient care and more.

Council Responsibilities

- Support the mission of the hospital
- Attend and participate in scheduled council meetings
- Listen to and respect differing opinions and points of view
- Share insights and information in a courteous manner
- Maintain patient and provider confidentiality

How to Learn More

To learn more about becoming a member of the
Patient and Family Advisory Council

The Patient and Family Advisory Council (PFAC) at Marlborough Hospital provides you — our patients, family members and caregivers — an opportunity to offer your valuable input to hospital staff and leaders. The council may focus on any number of issues such as:

- Patient safety
- Provider communication
- Hospital improvements

Patient Family Advisory Council Responsibilities

- Support the mission of the hospital
- Attend and participate in scheduled council meetings
- Listen to and respect differing opinions and points of view
- Share insights and information in a courteous manner
- Maintain patient and provider confidentiality

Membership information

Council members serve a two-year term and meetings occur on a minimum quarterly basis with a goal of six to eight meetings per year.

PFAC membership consists of:

- Current and former patients
- Family members of patients
- Caregivers
- Clinical staff
- Administration

To learn more about becoming a member of the Marlborough Hospital PFAC call 508-486-5624 or send us an email.