The Patient and Family Partnership Council (PFPC)
at Northern Westchester Hospital

**Purpose and Mission:** The Patient and Family Partnership Council is a group of committed patients, caregivers and healthcare professionals working together to enhance the quality of the patient and family experience at Northern Westchester Hospital. The Council is a formal mechanism for on-going, two-way communication between NWH and its patients and families. The members of the Council represent the *voice of patients and families.*

**Advisor Attributes:**
- Be able to share insights and information about their experiences in ways that others can learn from them.
- Be able to work productively and collaboratively with Council members whose background, experience and style may be different than their own.
- Be comfortable speaking candidly in a group
- Be able to use experience constructively
- Be a strong listener
- Be able to show concern for more than one issue or agenda

**Council Member Responsibilities:**
- Be accountable to those whom you represent (*You are the voice of the patient*)
- Be committed to enhancing the care and service for all patients and family members
- Be able to maintain confidentiality
- Be respectful of the collaborative process - seeing the Council as a forum to collaboratively discuss issues and ideas
- Be encouraging to all Council members to share their ideas and viewpoints
- Be able to attend meetings regularly
- Be willing to participate in subcommittees on pertinent topics

**IV. Time Commitment:**
Full Council meetings will be held every other month.
On an ad hoc basis, special project subgroups of the full Council will be convened.

**V. Term:**
Members will be invited for a minimum two-year terms. Term limits may be extended to create a balance between seasoned and novice members.

**Hospital Patient and Family Advisor Membership Includes:**
*Cindy Blum, Somers, Scott Cullen, Mount Kisco, Laura Cullen, Carmel, David Engelsher, Millwood, Karen Gordon, Bedford, Nina Icardi, Mahopac, Lisa Hutter, Armonk, Susan Kushner, Armonk, Dan Nadler, Chappaqua, Laurie Netsch, North Salem, David Testone, Brewster, Ferdinand Vetare, Mount Kisco*
Hospital Partners Include: Maria Hale, MBA, Vice President, Office of Patient and Family Advocacy, Marla Koroly, MD, Senior Vice President and Chief Medical Officer, Lauraine Szekely, Senior Vice President and Chief Nursing Officer DNP, MBA, RN

The PFAC at NWH provides a forum for patients, families and staff to facilitate patient and family participation in hospital care and decision making, information sharing and policy and program development. The PFAC provides leadership and staff with enhanced understanding of how to improve quality, program development, service excellence, patient safety, facility design, patient and family education and improve the patient and family experience for the community served by NWH.

Examples of PFAC Involvement Include but are not limited to:

Bedside Patient Tablet Content Design: Imagine having access to your health record at the bedside through a touch screen electronic device: What kind of device would you want? How should it look and feel? What data would I want immediate access to? Feedback from the Council has been instrumental in the design and implantation of this innovative bedside device. Council members are active “Patient Access Volunteer Educators (PAVERS) rounding on patients for greater understanding of their plan of care using the tablet.

Inpatient Redesign: How do you enhance the inpatient experience so that it is truly patient-centered? The Council has provided valuable feedback on facility redesign, the needs of the family caregiver; role of integrative medicine and the optimal ways to communicate effectively with patients and families; Specific initiatives the Council has advised on are: Communication Initiatives such as Daily Huddles, Rounding; Discharge Transitions of Care including the patient-centered design of the Discharge Checklist; Patient Education materials, In-Room Communication Board Design, Facility Redesign – Building the Hospital of Future – what do patient’s expect from the environment of care?

Hospital Food Redesign: Food is Care! The Council helped design a new patient friendly Room Service menu design with fresh and healthy selections and built in nutritional education; also provided feedback on the Cardiovascular Teaching Kitchen regarding curriculum, recipes and site design.

Role of Art in Healthcare: Selections of Art for Cancer Treatment and Wellness Center, Woman’s Imaging Center and New Emergency Department; Promote patient choice through The Art Cart Program and Expressive Arts Program

Wellness: Developed a Support Group: The creation of the first Neonatal Mother’s Support Group (Onsite and On-line); Provided direct feedback on Wellness Programs; such Health Coaching Model in Cancer Center consideration of how to help patients and families embrace the Wellness services during treatment

Patient Safety: Worked directly with Operating Room Staff to develop patient-centered communication for Operating Room “TIME OUT” and “Post-Procedure Debrief” information shared with patients.

Council Presentations: Board of Trustees, Medical Board, Leadership Retreats, Patient-Centered Award Ceremonies, Active participants in the Planetree and Magnet Designation Visits

Patients and Families: Are you interested in become a member of the Council?

Healthcare Organizations: Would you like to learn how to start a Patient & Family Partnership Council

Contact us for training, resources and support!

Maria Hale, Vice President, The Office of Patient and Family Advocacy
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