



## Our Mission

The Patient Family Advisory Council at Lawrence General Hospital is committed to bringing patients, families and hospital staff together to build a partnership of advisors, who will help design and implement programs and policies that will improve the services and care delivered.

## How to Contact Us

If you are interested in learning more about becoming a member of the Patient and Family Advisory Council, please contact the Lawrence General Hospital Patient CareLine at (978) 683-4000 ext. 2273.

- Leave your name and phone number
- Someone from the Service Excellence Department will contact you



So good. So caring. So close.

Lawrence General Hospital  
1 General Street, P.O. Box 189  
Lawrence, MA 01842-0389  
978.683.4000

[www.lawrencegeneral.org](http://www.lawrencegeneral.org)



# Patient and Family Advisory Council

The Voice of Patients and Family



So good. So caring. So close.



## Help Us Make Every Patient Experience the Best It Can Be!

Enhancing the patient experience is about focusing on health care through the eyes of others. To achieve this we request your partnership and invite you to learn more about our Patient and Family Advisory Council. Council members form relationships with each other and Lawrence General staff and help us make improvements in our care and services, by sharing with us the patient and family perspective of the care experience.

*"PFAC affords the opportunity for local people to be a positive influence on the development of the Lawrence General Hospital community. Residents served by the hospital area can influence programs within the hospital and disseminate information about hospital medical developments to their friends and in their own neighborhoods. PFAC is a bridge to understanding LGH."*

**D. Miller, Patient & Family Advisory Council Member**

## What Is the Patient and Family Advisory Council?

The Patient & Family Advisory Council is comprised of a diverse group of patients, family members, representatives from our community, physicians, nurses, managers and others. Together we work on planning and developing truly responsive services.

## Who Are the Members of the Advisory Council?

The council has up to 20 patient or family members, two hospital trustees, two direct care staff and five additional hospital representatives.

## Who Is Qualified to Serve on the Advisory Council?

We are looking for patients and family members who have received services at Lawrence General Hospital or are affiliated with the community the hospital serves and are willing to make a commitment to:

- Attend regular meetings
- Work as a team and share experiences
- Respect diversity and the opinion of others
- Work on program development projects and other projects outside the regularly scheduled meetings
- Work to enhance the patient and family experience

# "I want to make a difference!"

## How Do Members Get Involved in Improvements?

- Meeting agenda includes discussions on initiatives that generally focus on quality, safety, communication and processes.
- Examples of these initiatives may involve family waiting room improvements, ease of discharge, reducing noise, etc.

## What Is the Time Commitment?

- Commitment to attend six meetings a year (approximately 90 minutes)
- Attendance at PFAC orientation program
- Possibly engage in additional work outside the meetings for initiatives

