

Elliot Health System

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ELLIOT'S PATIENT FAMILY ADVISORY COUNCIL CELEBRATES ONE YEAR



*L to R back row: Danielle Dillaway, WinnieSchmidt, Doris Kelly, Shari Hastings-Lucey, Linda Powers, Tom Duval, John Burpee, Signe McQuaid, Paul Proulx, Carol Bradley, Debra Thompson, Carmel Martineau
L to R front row: Don Parrish, Leslie Chambers (EHS Patient Experience Officer), Amy Jenkins, Kristen Biron, Susan Gilland (Sr. Patient Liaison, PFAC Coordinator), Larry Potter, Rae McQuade, Bob Hamel
Missing from picture: Pam Englander, Michele Bank, Alyce Wright-Amico*

Manchester, NH: Elliot Health System's Patient and Family Advisory Council (PFAC) recently celebrated one year of service to the Elliot organization. The PFAC is made up of 23 community members who volunteer their time to work with Elliot staff and leaders to create a better patient experience. The viewpoints, opinions, and recommendations of the PFAC volunteers have proven invaluable in the first year and their accomplishments have been many.

The PFAC's value has led to their direct involvement on a number of committees, including:

- Improved Communication about Medications committee
- Patient Centered Team Rounding work group
- NICHE Committee(Nurses Improving Care for Health System Elders)
- NICU Family Centered Care Team
- Standing members of the Patient Experience Collaborative Practice Team
- Standing members of the Patient Safety Collaborative Practice Team
- Cancer Center project team
- Service Recovery project team

The PFAC has also had a direct impact on improvement projects by:

- Serving as Emergency Department Ambassadors
- Developing an Emergency Department brochure

- Improving Pre-Surgical phone calls
- Improving internal referrals between physician's offices
- Modifying Press Ganey cover letters to be more patient friendly
- Assisting with changes to Cardiac Intermediate Care Unit responses to call bells
- Providing valuable feedback regarding standardized physician office telephone trees
- Approving telephone standards to improve professionalism between callers
- Approving "Welcome Initiative" to improve overall friendliness of staff
- Recommending improvements to the Elliot Hospital *Inpatient Handbook*
- Providing feedback regarding Ambulatory Care Redesign
- Addressing billing and customer service needs and solutions to improve both
- Conducting Patient Journey Mapping

"We knew that having a PFAC would help us see through the eyes of the patient and family. Their input has changed our perspective on many aspects of our care and business processes, reminding us to keep the patient and family at the center of all we do; this is why we exist, after all," said Jean Ten Haken, RN, SVP Patient Care Services and Chief Nursing Officer. "Our PFAC members are motivated and sincerely thoughtful about the suggestions they make to help us continuously improve. Our expectations have been exceeded and we share immense appreciation for the PFAC as they celebrate their first year," added Ten Haken.

About Elliot Health System - Elliot Health System is a non-profit organization serving the healthcare needs of the community since 1890. The largest provider of comprehensive healthcare services in Southern New Hampshire, Elliot Hospital, a 296-bed acute care facility and the first community hospital in the state, serves as the cornerstone of the health system. Elliot is home to Manchester's designated Regional Trauma Center, Elliot Breast Health Center, Elliot Urgent Care, a Level 3 Newborn Intensive Care Unit, Elliot Physician Network, Elliot Regional Cancer Center, Elliot Senior Health Center, Visiting Nurse Association of Manchester and Southern New Hampshire, Elliot Health System / Dartmouth - Hitchcock 1-Day Surgery Center, Elliot Memory & Mobility Center, NH Arthritis Center, Elliot Retail Pharmacy, Elliot Medical Centers in Londonderry and Hooksett, and The Elliot at River's Edge.

For more information about any of Elliot's services, call Elliot Direct at 603-663-1111 or visit www.elliorthospital.org.

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