

MGH Patient-Family Advisory Councils

partnering to improve the patient experience

—by Liza Nyeko, program director, Office of Patient Experience/CQS

As part of Patient Experience Week, MGH patient-family advisory councils (PFACs) came together, April 22, 2019, to share and celebrate the contributions of patient and family advisors in helping shape programs, services, and initiatives throughout the hospital.

Patient-family advisory councils are a true embodiment of our mission, which states, “*Guided by the needs of our patients and their families*, MGH aims to deliver the very best health care in a safe, compassionate environment...”

Inga Lennes, MD, senior vice president for Service Excellence and

Practice Improvement, highlighted the numerous contributions made by PFACs over the years, noting, “the breadth and depth of your involvement has evolved tremendously.”

Discussion focused on the importance of patients and families partnering with staff and clinicians to improve the care experience and create a welcoming environment. PFAC members had the opportunity to engage in a real-time

partnership and an interactive brainstorming session about the future of patient and family partnerships at MGH.

For more information about PFACs or the recent joint meeting of all MGH PFACs, call Liza Nyeko at 617-643-5484.

At left: program director for the Office of Patient Experience/CQS, Liza Nyeko, presents at joint meeting of MGH patient-family advisory councils. Below: parent and member of the MassGeneral Hospital for Children Family Advisory Council addresses the gathering.



(Photos by Jeffrey Andree)

