

McLean Hospital

Patient/Family Advisory Council

Annual Report

October 2015 – September 2016

The Council has met on six occasions. Meetings are 90 minutes in duration.

ACCOMPLISHMENTS:

- 1) PFAC Advisors continue to serve as guest faculty in the orientation of all clinical disciplines, addressing the experience of receiving care at McLean.
- 2) PFAC Advisors participated in developing content for McLean's PFAC webpage, along with members from the Public Affairs and Communications department.
- 3) Three new advisors were added to the committee this year.
- 4) McLean's PFAC received a Partners in Excellence Award for Quality and Service.
- 5) Several Advisors were filmed speaking about their experience receiving care at the hospital. This content is now a component of the general hospital orientation.
- 6) Representatives from Partners Patient Engagement, Research IS, and Computing presented to PFAC on the newly-developed Patient Research Portal.
- 7) McLean's PFAC is sponsoring the "PFAC Celebration of the ARTS" event in October. This event will feature music from the ME2 Orchestra and new exhibits of art work and photography from the McLean community. The theme of the artwork is hope, resilience, and recovery. Members of PFAC have been actively engaged in the planning process.