

# MGH Emergency Department Patient and Family Advisory Council

Established in 2018

## BACKGROUND

Because of the unique nature of Emergency Department care, patient and family experience is a challenge in the MGH ED. Growing patient volume, overcrowding and ongoing renovations make providing outstanding patient experience increasingly difficult.

For many, the ED represents a point of “first contact” with MGH. Despite the noted challenges, ED visits present a novel opportunity to make a positive impression on our patients and their families.

Given this, the ED PFAC was created to do the following:

- 1) Gain unique insight into the MGH ED patient/family experience through meeting with invested members of the community.
- 2) Discover novel patient-driven approaches to improving the MGH ED patient experience.
- 3) Receive feedback on existing and developing initiatives to focus efforts and resources.
- 4) Strengthen relationships with patients with existing interest in ED patient experience improvement.

## MISSION STATEMENT

Patients and their family members come to the emergency department when they are having their worst days.

Challenging communication, overcrowding, and a constrained physical environment make those days worse.

The MGH ED PFAC is going to work on making those days *better*.

## ISSUES & ACTIVITIES

Topics for Presentation/Feedback

Through quarterly meetings and additional targeted requests and projects, the MGH ED PFAC has contributed throughout a wide spectrum of ED patient experience initiatives.

**In 2023/2024, areas of focus for the ED PFAC included:**

- ED Capacity
- ED Redesign
- ED Flow
- Communication
- Alternative Care Pathways
- Patient Safety
- Patient Comfort
- Patient Distribution
- Clinical Research
- Scheduling Urology Appointments
- New MGB Patient Experience Group

**Previous topics/projects reviewed by the ED PFAC have included the following:**

- ED Redesign Processes
- ED to Community Hospital Transfer Program
- Home Hospital Program
- EFIC Process for FASTEST Clinical Research Study

- Patient Comfort Items
- ED PFAC Bylaws
- MGB Patient Experience Goals & Priorities
- Environment of Care
- ED Texting Program
- ED Digital Signage

**Presentation topics have included the following:**

- Enterprise Emergency Medicine Concept
- MGB Patient Experience Group
- Alternative Care Pathways
- ED Space Use
- ED Patient Flow
- ED Redesign Processes and Patient Impact
- Patient Comfort Items
- FASTEST Clinical Trial
- New Ragon Building Use
- Scheduling Urology Appointments
- ED Self Registration Pilot
- Current ED patient experience challenges

**Participation in MGH Committees/Task Forces:**

Several patient/family members have participated this year in initiatives including:

- Providing feedback on the EFIC process of clinical research
- Reviewing PFAC Bylaws and suggesting edits
- Visitation Policy Survey

**MEMBERS**

**Patient/Family Participants**

Penny Blaisdell  
 Chris Kazlauskas  
 Rosemary Marbach  
 Kevin Prophete  
 Ralph Verni  
 Beth Walsh

**Staff**

Jennifer Andonian Shearer  
 Olivia Clark  
 Amanda Drapcho  
 Denise Flaherty, RN  
 Ines Luciani-Mcgilligray, RN  
 Robert Seger  
 Ben White, MD

## **Additional Material:**

**PHOTOS:** High-resolution digital photo files (jpg, gif, png preferred) AND caption (150-word max.)

**SIDEBAR STORY SUBMISSIONS:** 3-5 short paragraphs; approx. 450-word max. with a narrow focus on a person, place or event/happening (please include a high-resolution digital photo or graphic).

**SUPPORTING MATERIALS:** Digital documents that reflect the work/output/engagement of PFAC members individually and/or collectively (PDFs preferred).

**TESTIMONIALS:** Quotes of PFAC members and/or those who have collaborated with the PFAC

EXAMPLES: brochures, flyers, ads, invitations, programs from speaking engagements, etc.

**BY-LAWS**