

*"Patient and family advisory councils are comprised of patients, family members and staff who give generously of their time and ideas to help us improve care and refine systems."*

- Mass General Clinical Leader

*"Ongoing collaborations have been very valuable - they allow us to get real-time feedback on items that are in process."*

- Mass General Administrative Leader

*"I have learned that having patients' and families' perspectives on decisions that we believe are right from the clinical and hospital perspective is helpful to guide and validate whether we're moving in the right direction."*

- Mass General Clinical Leader

**For more information or to request an application, please email:**

**[MGHGeneralPFAC@partners.org](mailto:MGHGeneralPFAC@partners.org)**

**or visit:**

**[www.massgeneral.org/patientadvisorycouncils](http://www.massgeneral.org/patientadvisorycouncils)**



## **General Patient And Family Advisory Council**

*Together we strive  
for the best possible  
care experience*



**MASSACHUSETTS  
GENERAL HOSPITAL**

## What is a Patient and Family Advisory Council?

A Patient and Family Advisory Council (PFAC) is a group of patients, family members, and hospital staff dedicated to improving the care experience of patients and family members. By providing their unique perspectives, PFAC members play a crucial role in shaping services, programs, and initiatives.

*Providing high quality and compassionate care by understanding the experiences of our patients and families*

## PFACs at Mass General

Massachusetts General Hospital has pursued its mission of providing high quality and compassionate care for more than 200 years. Understanding the experiences of patients and families is essential to Mass General's commitment to providing high quality and compassionate care.

PFACs are a primary way for Mass General to realize the opening words of its mission statement, "Guided by the needs of our patients and their families."

Mass General greatly values PFAC collaborations to provide the very best care experience possible.

## The General PFAC

The General PFAC consists of patients and family members with recent care experiences in any Mass General care setting.

Some ways in which General PFAC members help to shape the patient experience at Mass General include:

- Providing feedback on a wide variety of important topics during regular meetings.
- Serving on key committees with hospital staff and clinicians.
- Lending patient expertise and voice to educational sessions and initiatives.
- Reviewing educational and other materials for patients and families.
- Contributing and responding to blueprints and future design and service possibilities.

*"We're going to need patient and family voices in the years ahead, and you're always going to remind us what is most important, which is you and your families."*

- Mass General Clinical Leader

## What is Mass General looking for in General PFAC membership?

- Recent experience with care at Mass General in any setting, as a patient and/or family member.
- Comfort with sharing ideas and experiences in a group setting.
- Diverse backgrounds and perspectives, and respect for different views.
- Ability to participate in regular General PFAC monthly meetings.
- Ability to commit to the terms of General PFAC participation.
- Enthusiasm about participating on committees and/or initiatives.
- Support of Mass General's mission.
- Passion about making a difference.

## How to apply or learn more

To request an application, or for more information, please email:

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Or visit our website:

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