

# *You Talk,* **We Listen**



## The Voice of the Patient Matters

### **NVMC's Patient and Family Advisory Council invites patients and families to become a voice in patient care experience.**

If you or a member of your family has ideas to improve the health care experience, you're invited to become a member of the hospital's Patient and Family Advisory Council.

The council is a forum that gives a voice to patients and family members who want to be included in the hospital's decisions and plans that affect them. It includes people in the community who are interested in providing the health care team with constructive advice and feedback to improve patients' experiences.

Patients and Family Advisory Councils, or PFACs, have been required of hospitals by the Massachusetts Department of Public Health since 2010. They are based on the core concepts of dignity and respect, information sharing, participation, and collaboration so that patients, families and providers can develop and enhance mutually beneficial partnerships.

Patient and family members may advise the hospital on issues such as patient and provider relationships, quality improvement, and patient education on safety and quality.

Would you like to become a NVMC's patient advisor?  
To express your interest in joining NVMC's Patient and Family Advisory Council, contact 978-784-9200.