

# Patient and Family Advisory Council for Quality and Safety

## Annual Report 2014



Endorsed by the MedStar St. Mary's Hospital  
Patient and Family Advisory Council  
for Quality and Safety



MedStar St. Mary's  
Hospital

MedStarStMarys.org

The Patient and Family Advisory Council for Quality and Safety (PFACQS) is a committee composed of hospital associates and community members. PFACQS is dedicated to helping MedStar St. Mary's Hospital continue to provide the region's best health care. PFACQS members collaborate with the hospital to incorporate the perspectives of the patients, families and community into the care experience and to increase the meaningfulness of the patient experience. PFACQS began its early work in 2013, and achieved several milestones in 2014. Among its many accomplishments are:

The value of the PFACQS' perspective was evidenced by the number of departments wanting input from PFACQS members. Examples include the feedback given on the Red Envelopes and how staff provide standardized (AIDET) communications in the Lab and Imaging areas.

PFACQS members helped ensure the physical environment continues to meet the needs of patients and families. Topics such as ways to encourage better hand washing and lessening noise levels with the use of ear plugs were explored with solid advice provided.

The Marketing, Public Relations & Philanthropy department received help from the PFACQS members who provided their input on navigating the campus, the colored scrub chart for identifying hospital personnel and the design of the sleep labs.

As the hospital prepared for the installation of the patient portal, MyCare, PFACQS members participated in an early demonstration of the features and capabilities and provided their input. PFACQS added its stamp of approval to MyCare.

PFACQS members provided input to the creation and content of several information brochures pertaining to the role of Hospitalists, and the differences among Physician Assistants and Nurse Practitioners in the Emergency Department. Members also assisted with IT needs such as internet availability for patients with lengthy waits in clinics.

PFACQS hospital members are grateful to the committee's community members for their ongoing support and commitment to patients and families. We look forward to continuing the partnership as leaders in patient and family-centered care at MedStar St. Mary's Hospital.

# Patient and Family Advisory Council for Quality and Safety

MedStar Health is a leader in patient safety and quality because of our Patient First value commitment. That means patients and their families are valued members of the care team. Now you can become involved in helping MedStar Health be the safest, highest quality healthcare provider by becoming a member of MedStar St. Mary's Hospital's Patient and Family Advisory Council for Quality and Safety (PFACQS).

## What do PFACQS members do?

- Provide ongoing feedback to address quality, safety and service.
- Help MedStar St. Mary's Hospital continually improve its services.
- Strengthen communications among the whole care team, including the patient and family.
- Promote patient and family advocacy and involvement.
- Participate in quarterly meetings.

## Who can join?

Individuals who are committed to pursuing patient safety and quality and who are willing to volunteer time to help MedStar St. Mary's Hospital continually improve the patient experience are encouraged to apply.

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## How to become involved in PFACQS

MedStar St. Mary's Hospital is honored to serve and care for you and your family. Your feedback helps us do our best to meet your needs and the needs of other members of our community. If you would be interested in participating in PFACQS, please fill out the interest form and mail it to:

**MedStar St. Mary's Hospital**  
**Attn: MaryLou Watson**  
25500 Point Lookout Rd.  
P.O. Box 527  
Leonardtown, MD 20650

***Yes! I am interested in participating in PFACQS!***

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Daytime phone number: \_\_\_\_\_

Email: \_\_\_\_\_

**Visit [MedStarStMarys.org](http://MedStarStMarys.org) for more information about PFACQS and an online application.**