

Patient and Family Advisory Council
Summary of Minutes

December 7, 2016

- The Council meeting started at 5PM.
- We took a photo of the group for the website.
- One new group member was introduced.
- The group was updated from the last meeting. After the October meeting, one member asked for advertising materials regarding 3D mammography, to be placed at her business. Judy Gabriele, Director of Marketing, took brought several posters that were shared throughout hair salons in Hillsdale County. Another council member shared a copy of the college's Collegian, which featured an article about Dr. Brock, ED Director.
- The topic for this meeting was the laboratory at Hillsdale Hospital. MaryLee Playford, Lab Manager and Terri Draper, Director of Operations, presented material on the functions, machinery and workings of the hospital laboratory. They discussed the lab's association with Sparrow Hospital as well as their ability to draw and process labs from other facilities. Requests from physicians, not on staff at Hillsdale Hospital, could be performed and the results returned to the requesting physician.
- The Council offered ideas for the laboratory.
- Tressa Reiniche, Patient Advocate, shared the hospital's comment cards with the council. The council offered ideas to improve the return of the comment cards. They took a sample of the card home for further review and discussion at the net meeting.
- We discussed ideas for future meetings. The members expressed interest in learning more about the Hospitalist group.

The meeting was adjourned at 6:08PM.