

Patient and Family Advisory Council
Summary of Minutes

October 5, 2016

- Our Council met at 5PM in the Annex Boardroom on the Hospital campus.
- Dr. Luparello gave a slide presentation introducing the concept of the Patient and Family Advisory Council, with history and how the idea began at Hillsdale Hospital
- All of the members introduced themselves with a short story of how they were associated with the hospital.
- Doris Whorley, Risk Manager, reviewed confidentiality and HIPAA and asked that each member sign a confidentiality agreement.
- We began a discussion about the hospital Emergency Room. JJ Hodshire discussed a previous Emergency Department survey and the results.
- Dr. Don Brock, new ED Director was introduced to the group. The question was asked, "If you had a brand new ED Director at Hillsdale Hospital, what things would you like to discuss with him?"
- Dr. Brock reviewed the 8 essential elements of a "best-practice" ED.
- Discussion ensued about the Emergency Department.
- Dr. Brock was invited back for a follow-up in several months.
- The members made a decision to meet every other month.
- The members were given Bylaws to review for the next meeting.
- The council agreed to place their names as well as a photograph on the hospital website.

The meeting was adjourned at 6:25PM.