



PATIENT AND FAMILY ADVISORY COUNCIL
April 12, 2017
Minutes

The Patient and Family Advisory Council met on April 12, 2017 at 5PM. The group followed up on last meeting discussion regarding the Comment Cards that are given to patients after services are rendered. Some revisions are being made when new cards are ordered.

New business included John Robertson, Chief Quality Officer, discussing patient surveys, transparency of the data and what it all means to Hillsdale Hospital. Mr. Robertson gave a slide show presentation regarding surveys that patients might be asked to participate in. Many of these are mandated by the government and are a way to compare and contrast hospital experiences.

The group also discussed ways to continue to show the community how Hillsdale Hospital places its patients and patient safety first. It is essential that the community be aware of the services that their local hospital offers.

Potential topics for our next meeting were discussed. We will meet, once again, in June to serve as a voice for patients and families in the community. Please remember to contact anyone on the Council if you wish to be involved.