

Massachusetts General's

MASSACHUSETTS GENERAL HOSPITAL

PFAC

Patient and Family Advisory Councils

ENTRANCE

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Founded in 1999, our patient and family advisory councils are among the oldest in Massachusetts. Working with hospital leaders, our council members help shape hospital programs and services and ensure MGH is more patient- and family-centered.

We have 6 councils:

- General Patient and Family Advisory Council
- Massachusetts General Hospital for Children Family Advisory Council
- Cancer Center Patient and Family Advisory Council
- Ambulatory Practice of the Future: Care Alliance
- Pediatric Oncology Family Advisory Council
- Heart / Vascular Center Patient and Family Advisory Council

WHAT WE DO ...

Members influence the development and implementation of a wide range of projects including:

- **HELP** plan and improve infrastructure and hospital facilities
- **GUIDE** the creation of materials for patients, family, and staff
- **SERVE** on hospital-wide leadership committees as well as Centers of Excellence committees and initiatives
- **ADVOCATE** for expanded support services for patients & families
- **GATHER** feedback from patient and families on key initiatives and share with MGH senior leadership
- **SHARE** knowledge and serve as ambassadors for care in the community, hospital and at national conferences