



Learn more

If you would like to learn more about the council, please visit cooleydickinson.org or use the QR code below to link to the Cooley Dickinson Hospital website and the PFAC application. To contact the Director of Volunteer and Guest Services and PFAC liaison, please email Robin Kline at rkline4@mgb.org.



30 Locust Street
Northampton, MA 01060
T 413-582-2000
TTY Relay Operator 800-439-2370
cooleydickinson.org



Patient and Family Advisory Council (PFAC)

Do you want to help ensure the best possible health care for your family, for yourself and others in your community? If so, we at Cooley Dickinson encourage you to join our patient and family advisory council.

Cooley Dickinson's mission is to provide our patients and communities with exceptional, compassionate and personalized care. Our vision is to be among the nation's best community healthcare systems for the patients and the communities we serve. This is why we are especially proud to be a member of the world-class Mass General Brigham healthcare system.

To help patients and their families across the Commonwealth play an active role in ensuring the best possible health care, in 2008, Massachusetts mandated that every hospital establish a patient and family advisory council (PFAC). Cooley Dickinson was among the first to establish its PFAC — and, it is now among the most active.

The Cooley Dickinson PFAC seeks patient and family members who are passionate about making a difference in our dynamic community.

Our council meets on Zoom nine times a year — typically, on the third Tuesday of each month from 5 to 6:30 p.m.

Meetings include presentations by and discussions with hospital administrators and practitioners who seek members' perspectives and ideas.

At Cooley Dickinson, our PFAC brings together healthcare providers, patients and patient families to help ensure patient and family voices are heard and shared throughout the hospital system. PFAC members are patient and community advocates and offer the hospital feedback on our medical practices and suggest possible improvements. They use their experiences to help Cooley Dickinson Hospital clinicians offer patient and family-centered care that considers personal preferences, cultural traditions and values while encouraging partnerships among patients, their families and their healthcare providers.

PFAC members also have the opportunity to contribute to hospital committees, including finance, membership, patient experience and quality.



The Cooley Dickinson PFAC has had an important impact on the hospital and its services. Some examples of its accomplishments include:

- Created a welcoming guide to help patients and families know what to expect during their emergency care visit
- Served on the design team for the Mass General Cancer Center at Cooley Dickinson
- Taste-tested and gave feedback on food options for patients
- Suggested improvements on many informational materials designed for patients, including for Cooley Dickinson VNA/Hospice services
- Reviewed patient-safety protocol in the behavioral health unit
- Gave feedback on the content for the letter sent in response to patient grievances
- Provided input on the dementia and delirium mandate
- Gave feedback and suggested improvements to a bereavement packet for grieving families
- Offered feedback on the hospital's strategic plan