

Why join the Patient and Family Advisory Council?

By joining the Bridgeport Hospital Patient and Family Advisory Council (PFAC), you'll help us see through the eyes of patients and their families.

As a former patient or family member of someone who received care at Bridgeport Hospital, your insights can help us:

- Bring the patient and family viewpoint to everything we do – what we call patient- and family-centered care
- Improve our service and the healthcare experience for everyone – patients and their family members

When you join the PFAC, you will work with other patients and families, and Bridgeport Hospital staff on a variety of projects and programs.

For example, our PFAC helped us launch the Care Partners program which involves families as partners in caring for their loved ones.

PFAC members also share their experiences as part of training for staff and residents.

“The real voyage of discovery consists not in seeking new landscapes, but in having new eyes.”

– Marcel Proust

How do I join the Patient and Family Advisory Council?

If you are interested in joining the PFAC:

- Contact the Bridgeport Hospital Patient Relations Department at (203) 384-3704
- Email BHPatientRelations@bpthosp.org
- Visit our website bridgeporthospital.org and at the bottom of the page click on **Learn about the Patient and Family Advisory Council** to complete an online application.

We look forward to hearing from you.



BRIDGEPORT HOSPITAL
YALE NEW HAVEN HEALTH

Patient and Family Advisory Council

267 Grant Street
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Patient and Family Advisory Council

Bridgeport Hospital



**Sharing your insights to improve
the patient experience**



BRIDGEPORT HOSPITAL
YALE NEW HAVEN HEALTH



Bring the patient and family viewpoint to everything we do.

Our Patient and Family Advisory Council Vision

The Patient and Family Advisory Council (PFAC) gives patients and families direct input and influence on the programs and practices at Bridgeport Hospital. An active PFAC will help ensure that the hospital:

- Understands and respects patients' personal preferences and values, their family situations and their lifestyles
- Gives patients and their families the opportunity to make choices about many areas of their care by involving them as part of the care team and working with healthcare professionals in making decisions
- Puts responsibility for important areas of self-care and monitoring in patients' hands along with the tools and support they need



Help us see through the eyes of patients and their families.

- Promotes respectful and informed interactions among providers, departments and specialty areas
- Builds a positive relationship between Bridgeport Hospital and community members

What is patient- and family-centered care?

The concept is based on the belief that health care can be improved by building more effective partnerships among patients, families and healthcare providers. It emphasizes:

- Dignity and respect
- Information sharing
- Participation
- Collaboration



Improve our service and the healthcare experience for everyone.

Patient- and family-centered care is the foundation of the Bridgeport Hospital PFAC mission, which is to help guide the hospital's priorities and planning, and support the hospital and its medical staff in creating and sustaining a patient- and family-centered culture and environment.

How can I make a difference?

There are many ways. As a member of the PFAC, you can:

- Tell the story of your experience as a patient or family member of a patient in staff education programs and new employee orientation
- Serve on hospital committees to share the patient and family perspective
- Participate in workshops or focus groups

These and other activities can lead to changes that can improve the hospital experience for patients and family members.