



Representatives from the PFAC join community leaders to accept a donation of comfort carts and other sweet dreams goods.

# Join Our Patient & Family Advisory Council (PFAC)

Help make us better so we can help make you better

**Join us!**  
**Together we can make our hospital the best it can be.**

For more information about joining the PFAC at Mount Sinai South Nassau or to apply:

**Louise Malone, RN, MBA**

Director of Service Excellence

(516) 632-4966 or [louise.malone@snch.org](mailto:louise.malone@snch.org)



**Mount  
 Sinai  
 South  
 Nassau**

One Healthy Way  
 Oceanside, NY 11572  
 1-877-SOUTH-NASSAU  
[mountsinai.org/southnassau](http://mountsinai.org/southnassau)



Designated Magnet® for outstanding nursing services by the American Nurses Credentialing Center.

Except where noted, models are used in photos and their appearance here is not reflective of a specific disease profile.



**Mount  
 Sinai  
 South  
 Nassau**

## Mission

The Mission of the Mount Sinai South Nassau Patient and Family Advisory Council (PFAC) is to create positive changes in our healthcare delivery system by fostering an environment where patients and family members feel respected and empowered to be partners in their health care.

## Vision

Our Vision is that Mount Sinai South Nassau patients and their families will have a positive, compassionate and supportive health care experience. To achieve this, collaborative involvement of patients and their families is essential and welcomed by the entire healthcare team at Mount Sinai South Nassau.

## Objectives

- Promote a positive relationship among Mount Sinai South Nassau, its families and our patients
- Improve patient and family satisfaction
- Collaborate with Mount Sinai South Nassau leadership and offer suggestions to improve the quality of care provided to patients and their families
- Offer suggestions on programs, policies, teaching and educational materials
- Be an advocate in the communities we serve
- Contribute to the education of present and future healthcare providers

## Accomplishments

The processes and programs developed through the contributions of the PFAC include:

- Updated White Boards in patient rooms containing detailed information
- SMART Discharge Journal folder given to patient upon arrival to enhance communication between the care team and patient



Patient & Family Advisory Council

- “Guest Packs” that include blankets, toothbrush, etc. for family members who stay overnight
- Rounding by volunteers to ensure that new patients have easy access to needed information and services
- Detailed signage throughout the hospital to improve navigation
- “Sweet Dreams” carts containing blankets, playing cards, puzzle books, tea, etc. distributed to patients by the Comfort Squad
- “About Me” patient boards showing preferred language, nickname, names of pets, etc.

## Recruitment criteria

Community members are selected from patients or their family members who have had a recent experience with Mount Sinai South Nassau either on an inpatient or outpatient basis.

Recruitment criteria includes:

- A commitment to quality health care, patient outcomes and satisfaction
- The ability to support the patient and family-centered care values of Mount Sinai South Nassau
- A desire to be part of decision-making processes and provide support for the Council’s recommendations
- Respect for patient confidentiality and distribution of personal or confidential information
- Willingness to attend a monthly meeting