

## Patient Family Advisory Council Vision

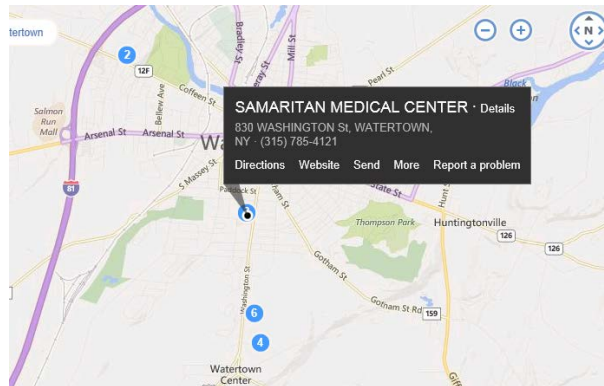
Samaritan Medical Center's Patient Family Advisory Council (PFAC) is committed to strengthening collaboration between patients, families, Samaritan Medical Center caregivers and community members to enhance the services provided by the Medical Center.

Patients and family members will provide ongoing input regarding patients' needs and their experiences. Input from PFAC members will be integrated in ongoing process improvement efforts to create an environment of safety, dignity, respect and honesty.



## Samaritan Medical Center - A Snapshot

Samaritan Medical Center is a 294 bed not-for-profit community hospital, located in the city of Watertown offering a full spectrum of inpatient services from emergency care to highly specialized medical and surgical services such as cancer treatment, neonatal intensive care, behavioral health and addiction services and imaging services. In addition to the inpatient and outpatient services available at the main hospital and numerous community clinics and satellite testing centers, Samaritan is recognized as the leader in serving the communities long term care needs. Samaritan Medical Center and its team of healthcare professionals proudly serve the medical needs of our civilian and military community.



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## Samaritan Medical Center Patient Family Advisory Council

**The Voice Of Patients  
and Families**



Contact Information:  
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## Patient Family Advisory Council (PFAC) at Samaritan Medical Center

Enhancing the patient experience is about focusing on healthcare through the eyes of others. As a patient and family adviser your experiences are a powerful tool for inspiring change at our hospital. The Patient Family Advisory Council for Samaritan Medical Center ensures that patients have a voice in their own healthcare journey. We will accomplish this by strengthening communication to:

- Create a partnership with patients, family members and the healthcare team to improve healthcare quality and safety.
- Promote integration of care and services.
- Provide a mechanism for patients and families input into healthcare practices and programs.

Mission: Samaritan Medical Center's Patient Family Advisory Council is developed to provide a Forum through which patients and families can share feedback, suggestions and ideas to continuously improve quality and patient care experiences.

### What Does Being on the Advisory Council Mean?

- Support and commit to the mission and vision of our hospital.
- Attend orientation and training.
- Prepare for meeting as needed by reviewing materials, reading a report or completing a task before a meeting.
- Work as a team.
- Attend meetings as required.
- Actively participate in meeting by sharing your input, opinions and experiences.
- Maintain confidentiality (sign a PFAC statement of confidentiality).

### What Will Be the Time Commitment?

- Participation in monthly meetings (approximately two hours each month).
- Additional time may be required outside of the meeting times to review documents or materials, prepare for meetings or complete other tasks.

### How to Contact Us

If you are interested in learning more about becoming a member of the Patient Family Advisory Council, you can contact Rachel Holmes, Manager of Patient Engagement and Community Relations:  
Rholmes@shsny.com  
OR  
315-779-5230

The rewards of participation on the PFAC will be many, from meeting new friends to hearing the voice of others and making an impact on the care of patients.

