

Patient & Family Advisory Council

An advisory resource between patients and families and Health Central Hospital leadership and caregivers.



Process Improvements

Patient Registration

The Registration Department has implemented a more streamlined registration process to help to reduce patient wait times.

Over the last 6 months there have been no complaints regarding the registration process.

Discharge Medication Education

Chief Nursing Officer, Christina McGuirk has been working with the nursing team to improve discharge medication communication and education, which is part of the Touchpoints project.

Emergency Department

Health Central Hospital Emergency Room has some security improvements to ensure the safety of patients and staff. There is a new metal detector at the emergency room

entrance and more security guards are on duty all day / every day. Additionally, access doors now have limited access after 9:00 pm. As an added patient satisfaction measure, volunteers are present in the ED waiting room to assist patients as they wait to be seen.

Patient Privacy

Bart Rodier, MD, Chief Quality Officer has been encouraging physicians to use the surgery physician consultation room and the IMCU conference room when giving patient updates to family members. Nurses are to obtain the patients consent before the physician can discuss health information with anyone.

Patient Orientation

Jonathan Cooper, Environmental Services Director is developing a comprehensive patient orientation program in collaboration with the PFAC members.

Patient & Family Council Mission Statement

The council serves as an advisory resource to the leadership and team members of Health Central Hospital. Through this council, patients and families collaborate as partners with team members, physicians and leadership in the development of initiatives.

Additionally, the council provides an opportunity for Health Central Hospital to listen to crucial feedback from the patient's perspective to ensure a patient focused approach throughout the organization.

Council Members:

Darnell Barber
Tom Barnhill
Ed Beery
Alan Face
Edward Grant

George Gruler
John Long
Patricia Pirone
Arnym Solomon

Health Central Hospital is among the nation's TOP HOSPITALS for patient care and safety.

- 100% Core Measures
- Leap Frog Group grade A for 18 consecutive months.
- STEMI (heart attack) program continues to be among the fastest - DOOR TO BALLOON in the state.



Forming the PFAC was a result of my passion to improve the patient experience at Health Central Hospital, for every patient, every day for the West Orange community.

- Bibi Alley, Patient Advocate



Patient Satisfaction

Patient Family Advisory Council (PFAC) members conduct patient experience rounding with patients on inpatient units in order to obtain feedback from patients and family members to identify strengths and improvement opportunities in areas such as hourly rounding, bedside shift report, hand-off communication and the white board initiative.

PFAC members will continue this process to gauge the consistency of care and the effectiveness of improvement initiatives that are implemented to create an excellent patient experience.

Opportunities for Improvement

- Be sure to have eye contact with the patient, family members and other team members during patient care conversations.
- Communication efforts continue to need improvement, especially with family members of patients who may not be alert during the discharge process.
- It is important to completely fill out the white board in every room with every patient and at every shift change.
- It is important to use terminology that patients and family understand. Be careful not to use medical terminology or abbreviations.
- Menu options for cardiac patients should be expanded.

Positive Patient Comments

- Overall, team members, especially the environmental team, were friendly and courteous.
- Many patients were satisfied with the attentiveness of the nurses on hourly rounding.
- The white board provided useful information and it allowed family to write questions for the physicians.
- Overall, patients are satisfied with the meals and care provided.



White Board Initiative

It is exciting and gratifying to note the embrace of the use of the "White Board" as a key communication tool at Health Central. I have been a patient at Health Central twice in the last 3 years and have observed that the "White Board" tool has been used continually and effectively to communicate universally. Continued improvements have occurred over the past few years, and it is evident that the success of these improvements is a direct result of the commitment and dedication of not only its PFAC but every member of the entire Health Central team.

The delivery of excellent healthcare is so embedded at Health Central that its PFAC is making sure that the "White Board" communication content, is included in the "Visually Impaired" delivery communication system.

The "White Board" system is full of potential.



Arnym Solomon
PFAC Member
Health Central Hospital.

Facility Improvement Projects

Health Central Hospital has implemented various process improvements in the areas of patient registration, emergency department, patient privacy and patient orientation.

First Impressions

The traffic at the medical office entrance has reduced by re-routing vendor deliveries to an alternate entrance and by designating a volunteer to monitor vendor compliance.

In 2014, auxiliary sales will be moved away from the Atrium to the Gleason Room area to remove the excess activity from the main lobby.

Internal Way-finding

Internal directional signage has been approved for the 2014 capital budget.

Exterior Way-finding

The external way-finding project was completed in early January 2014.

Why I am a member of PFAC

Several months ago I had a prostrate biopsy and a kidney stone removed at a different facility. Within 36 hours of my discharge, I had a raging fever brought on by an infection. My temperature was so high I was starting to see people who weren't there. My wife brought me to the Health Central Hospital Emergency Department where I received prompt attention. I was admitted and during my 5 day stay the attention given me by the staff was excellent. As a result of my great experience I became a member of the PFAC to ensure we continue to provide excellent patient experiences to all.



John Long,
PFAC Member