



FOR IMMEDIATE RELEASE

April 6, 2017

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CHA Announces Statewide Patient Family Advisory Council

WALLINGFORD — On April 4, 2017, the Connecticut Hospital Association (CHA) launched the statewide Patient Family Advisory Council (PFAC) as part of its continuing efforts to engage and empower patients and their families to improve patient care. The statewide PFAC will identify patient safety and quality of care practices to advance patient-directed care across Connecticut hospitals.

“Connecticut hospitals are committed to providing accessible, equitable, safe and high quality care that is focused on the needs of the people who matter most – their patients,” said Jennifer Jackson, CEO, CHA. “Patients and their families are essential partners in hospitals’ efforts to improve the quality and safety of healthcare, making CHA’s statewide PFAC the natural next step in the important work hospitals have undertaken in this area.”

PFACS at hospitals in Connecticut and throughout the country make important and lasting improvements in patient care. CHA’s statewide PFAC dovetails with the quality and culture change work being done in Connecticut hospitals as participants in the national Partnership for Patients collaborative and on high reliability, which continues to expand across the healthcare landscape. Since 2011, through CHA, more than 50,000 staff and physicians in hospitals across the state have been trained in high reliability safety behaviors.

High reliability has since been extended to the patient and family advocate community, resulting in numerous initiatives intended to empower patients and heighten awareness about issues central to patient care. On November 22, 2016, the CHA Board of Trustees approved the creation of the statewide PFAC, which was part of a recommendation set forth by the CHA Committee on Patient Care Quality.

The CHA Statewide PFAC will be led by Cheryl Hoey, Senior Vice President of Patient Services, and Chief Nursing Officer at Connecticut’s Children’s Medical Center, and Friso van Reesema, Healthcare IT Consultant and current Co-Chairperson of the Patient Family Partnership at Stamford Health.

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The Connecticut Hospital Association has been dedicated to serving Connecticut's hospitals since 1919. Through state and federal advocacy, CHA represents the interests of Connecticut's hospitals on key healthcare issues in the areas of quality and patient safety, access and coverage, workforce, community health, health equity, and hospital reimbursement.