



Beth Israel Deaconess Hospital
Needham

Patients and Families

Advice to Give?




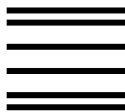
We're Listening!

Beth Israel Deaconess Hospital-Needham has established a Patient and Family Advisory Council (PFAC) which provides a forum for your participation in making improvements in quality, safety, communications and hospital processes. The goal of this endeavor is to provide an opportunity for you and your family to have a valuable impact on the patient care experience.


Beth Israel Deaconess Hospital
Needham
148 Chestnut Street
Needham, MA 02492

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in interoffice mail.
Thank you!

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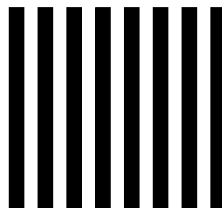


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**PATIENT AND FAMILY ADVISORY COUNCIL
BETH ISRAEL DEACONESS HOSPITAL-NEEDHAM
148 CHESTNUT STREET
NEEDHAM MA 02492-9976**



As a patient and family advisor, you will partner with other patients and family members, health care providers and staff to communicate patient and family concerns and to help with problem solving. We are looking for volunteers who have utilized services at BID-Needham within the past two years and also have the ability to:

- Maintain confidentiality
- Listen and hear multiple points of view
- Share personal experiences in a constructive manner
- Demonstrate compassion, understanding, and a sense of humor
- Be sensitive to the diverse patient population at BID-Needham
- Work collaboratively
- Enthusiastically support the mission of BID-Needham

We know you have important perspectives, feedback, and solutions to share. If you are interested in being part of our team, please fill out the application and return it to a staff member at any reception desk, or mail this postage-paid, self-addressed application back to the Hospital. The application is also available online at www.bidneedham.org/PFAC

BID-Needham provides free parking and refreshments during meetings at the hospital.

Please share this with other patients and families who may be interested. We look forward to partnering with you!

Thank you.