

Patient and Family Advisory Council

Year End Report



20 25



Stony Brook **Medicine**

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Mission Statement

The Stony Brook Medicine Patient Family Advisory Council (PFAC) partners with our patients and families to foster a culture of compassionate, human-centered care. The PFAC works to personalize, humanize, coordinate, and simplify the healthcare experience across the system. The Council will provide an avenue to implement meaningful change that is aligned with our iCARE values.



Our Core Values

Integrity – We are honest and ethical in our interactions.

Compassion – We are empathetic and commit to understanding how to best serve individuals.

Accountability – We take responsibility for our actions, decisions and behaviors and their impact on the global community.

Respect – We value equity, inclusion and diversity, treating all with dignity, courtesy and consideration.

Excellence – We achieve the highest standards in quality, safety and service.

Patient Family Advisory Council (PFAC) Overview

Stony Brook PFACs	Year Established	Meeting Cadence
Stony Brook Medicine	2019	Last Monday of month 6-7 pm/virtual and in-person
Stony Brook Children's Hospital	2015	Third Wednesday of month 5-6 pm
Stony Brook Cancer Center	2021	Third Tuesday of month 5:30-6:30 pm *No July Meeting

Patient Family Advisory Council (PFAC) Membership

Council	Stony Brook Liason	Members
Stony Brook Medicine	Nicole Rossol, Roseanna Ryan, Meg Stern	Daniel Hughes, Lori Rebori, Susan Capurso, Lori Burke, Barbara Borsack
Stony Brook Children's Hospital	Joan Alpers	Dina Isola, Katonya Trent, Melissa Molfetto, Lisa Gil-Luna
Stony Brook Cancer Center	Christina Faber	Anna Dempsey, Christina Amitrano, Sol Hummel, Maroula Castella, Barbara Shey

Patient Family Advisory Council (PFAC) Accomplishments and Collaborations

Stony Brook University Hospital and System Wide PFAC

- Falls Prevention Educational Brochure
- Rapid Response Team Educational Brochure
- SIM Lab Scenarios
- Patient Experience Week Administrative Grand Rounds
- Patient/Family Communication Board and Video
- Geriatric Emergency Department Program
- New patient discharge process
- Nurse Leader Rounding
- Patient Meal Ordering App
- PFAC website (internal and external)
- Procedural consent process
- Compassionate Connected Care® Education for staff

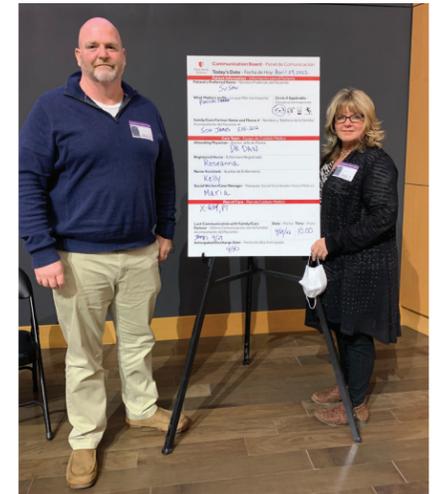
COMMUNICATION BOARD

Partnering for Connection: Elevating Communication at the Bedside

Our Patient and Family Advisory Council (PFAC) played a key role in the design and launch of our inpatient Communication Boards; a simple yet meaningful tool that reinforces safety, personalization, and effective communication between patients, families, and care teams. These communication boards are located in patient rooms and were thoughtfully crafted with PFAC and our Stony Brook Medicine team members' input to reflect what patients and families need to know during their hospital stay.

The communication board includes a dedicated "What Matters to Me" section, inspired by the Institute for Healthcare Improvement (IHI) movement. This space encourages caregivers to pause, connect, and capture what matters most to each patient, turning small conversations into moments of compassion and understanding.

Since their introduction, the boards have become an integral part of our communication culture. Care teams use them not only to share important updates, but also to help patients feel safe, informed, and to include their loved ones in their care.



Communication Board - Panel de Comunicación

Stony Brook Medicine

Today's Date - Fecha de Hoy: _____

Patient Information - Información para el Paciente

Patient's Preferred Name - Nombre Preferido del Paciente: _____

What Matters to Me - Lo que Más me Importa: _____

Circle if Applicable - Circulo si corresponde:

Family/Care Partner Name and Phone # - Nombre y Teléfono de la Familia/Acompañante del Paciente #: _____

Care Team - Equipo de Cuidado Médico

Attending Physician - Doctor Jefe de Planta: _____

Registered Nurse - Enfermera Registrada: _____

Nurse Assistant - Auxiliar de Enfermería: _____

Social Worker/Case Manager - Trabajador Social/Coordinador Casos Médicos: _____

Plan of Care - Plan de Cuidado Médico

Last Communication with Family/Care Partner - Última Comunicación con la Familia/Acompañante del Paciente: _____

Date - Fecha: Time - Hora: _____

Anticipated Discharge Date - Fecha de Alta Anticipada: _____

CLINICAL SIMULATION CENTER

Partnering for Compassionate Communication: Advancing End-of-Life Communication

Collaboration with our PFAC was essential in the redesign of our end-of-life communication. Advisors created scenarios in a small group setting between physicians and families which allowed the healthcare team to practice these difficult conversations with care and empathy.



"I really appreciate having this forum because as healthcare providers we see things through our own lens and it may not be in alignment with the patients that we are providing care for and this misalignment is problematic. Partnering together is essential to improve the way practitioners communicate, interact and provide care to patients."
 - Andrea Kabacinski, MS, RN, NEA-BC, Assistant Vice President of Nursing

PATIENT EDUCATION RESOURCES

Partnering for Safety: Falls Prevention Educational Brochure

PFAC worked closely with nursing leadership and the Falls Prevention Committee to support their efforts to prevent patient falls. Recognizing that it is important for every member of our healthcare team to focus efforts on reducing falls, an opportunity to educate the patient as well as their family was identified. PFAC was instrumental in partnering with nursing leadership on the content of that education.

Patient Guide to Preventing Hospital Falls

Even if a family member is visiting, **CALL** for staff to assist you.

<p>How we help you prevent a fall while in the hospital:</p> <ul style="list-style-type: none"> ✓ Check on you every hour ✓ Keep your room free of clutter ✓ Respond quickly to call bells ✓ Give you non-slip footwear ✓ Make sure your room has good lighting <p>You may also receive the following to help prevent a fall:</p> <ul style="list-style-type: none"> • Yellow wristband and gown • Education on Tailoring Interventions for Patient Safety (TIPS) poster - see reverse side • Bed and/or chair alarm • Help with toileting 	<p>How you can prevent a fall while in the hospital:</p> <ul style="list-style-type: none"> • Call for help EVERY TIME you need to get up. • Slowly get up from any position or when changing positions. • Use a grab bar in the bathroom to help with sitting and standing. • Use your glasses and hearing aids if needed. • Avoid making the shower water too hot; it could lower your blood pressure and may increase your chances of falling. • Keep a light source on in the room. • If the following isn't done, please bring it to our attention: <ul style="list-style-type: none"> • Personal items and call bell are within reach. • Your bedside and sitting areas are free of clutter. • Your top bed rails are raised.
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You are our best resource to prevent falls!



Scan the QR code to learn more about preventing falls.


Stony Brook University Hospital

ADMINISTRATIVE GRAND ROUNDS

Partnering to Elevate the Patient and Family Voice: Inaugural Stony Brook Medicine Patient and Family Advisory Council Administrative Grand Rounds

In 2025, we hosted our first Patient and Family Advisory Council (PFAC) Administrative Grand Rounds. This inaugural event created a meaningful platform for patients and families to share their experiences and the values that matter most in their healthcare journeys. The goal is that each story will continue to inspire us to ask, listen, and act on what matters most to each patient and family we care for.

The program centered on the "What Matters" movement, reminding us that the essence of healthcare extends beyond medicine. It is about compassion, presence, and human connection reinforcing our commitment to providing Compassionate Connected Care® to our patients and families. Advisors Dan, Lori, Sol and Melissa, representing all three SBM Advisory Councils, shared their stories, illustrating how listening, partnership, and empathy can transform the care experience. Their voices provided invaluable insight for Stony Brook Medicine caregivers and leaders about the value of every patient interaction.

Dr. Sadia Abbasi, Associate Chief Medical Officer, President Elect - Medical Staff, Division Chief of Hospital Medicine, Associate Professor of Clinical Medicine; and Allison Copenhaver, Assistant Vice President of Nursing, Medicine Services, were guest speakers who provided history and clinical relevance for Stony Brook University Hospital's efforts to integrate "What Matters to me" in daily practice.



Stony Brook Children's Hospital PFAC

- Pampered parents evening with Reiki and massage
- Cuddler volunteer program for NICU
- NYS Birth Equity Improvement Program
- Asthma Journey Guide
- SIM Lab Scenarios
- Stony Brook Children's Parent Information Guide
- Website: Advice From Our Parents

ADVICE TO PARENTS

Web Page on Stony Brook Children's Hospital Website

Using the knowledge and experience they had gained through their own children's hospitalizations, the PFAC wanted to offer advice to future parents, i.e. the things they had to find out over time that it would have been helpful to know on day 1.

A website was created to help others navigate the complexities and the subtleties of advocacy, developmental needs of their children, self-care, preparation and day to day "living" in the hospital environment. Recently they began to work on a second project, "Advice from siblings for siblings."



Stony Brook Cancer Center PFAC

- Presentation by Clinical Trials Team followed by a tour of the research labs at the Stony Brook Cancer Center MART (Medical and Research Translation)
- National Cancer Survivors Day event at the Staller Center for Arts
- Music at the MART program
- Development of patient education resources: Helpful Information for your Visit (Infusion), Patient Information Guide
- Ongoing Community Engagement and Events



COMMUNITY ENGAGEMENT

Partnering for Impact: Extending Compassion Beyond Hospital Walls

PFAC members proudly represent Stony Brook Medicine throughout the community, participating in local events that raise awareness, inspire hope, and foster connections. Their involvement in initiatives such as Making Strides Against Breast Cancer, Light the Night, the Ronald McDonald House 5K, and the Long Island Ducks Breast Cancer Awareness Game underscores their dedication to improving lives beyond the walls of the Cancer Center.

Through their volunteerism and advocacy, PFAC members embody our shared mission of compassionate, human-centered care, where every interaction, whether at the bedside or in the community, creates meaningful impact.



Organization Committees and Workgroups

In addition to PFAC, some of our advisors partner with care team members as well as executive leadership on several committees that impact patient safety, quality and experience.

Patient Education Committee: Lori Rebori, SBUH PFAC

The Patient Education Committee is comprised of educators and departments across the SBM system, working to develop their role in patient education activities that reflect the diverse patient population served.

Patient Experience Inpatient Quality Improvement Committee: Susan Capurso, SBUH PFAC

The Patient Experience Inpatient Quality Improvement team is tasked with understanding, defining, and driving forward a comprehensive strategy to effectively impact the key drivers of the inpatient experience across the organization, including Nurse Communication, Doctor Communication, and Care Coordination.

Quality Committee: Dan Hughes, SBUH PFAC

Stony Brook Board Representative: Dan Hughes, SBUH PFAC

As safety and quality are one of our strategic priorities, the Quality Committee reviews SBM system-wide data to ensure the delivery of high-quality care and patient safety throughout the system. It is comprised of a diverse group of members such as leaders, clinicians, and other disciplines.

How to Participate

At Stony Brook Medicine, we are committed to partnering with patients, families and caregivers throughout their healthcare experience. One of the ways partnerships occur is through our Patient and Family Advisory Council (PFAC). The PFAC brings together a group of strongly motivated patients, family members and other caregivers, as well as administrators, clinicians, and staff, to apply firsthand knowledge to improve the experiences of other patients and caregivers.

What We Do:

Volunteer alongside other patients, caregivers and healthcare staff who share your commitment to improving the patient's experience and ensuring high quality patient care.

Share your insights and experiences to influence decisions that directly affect hospital policies, procedures, and patient care.

If you would like more information, or are interested in joining one of our adult councils, please reach out to Roseanna Ryan, Director of Patient Advocacy and Language Assistance Services at SBUH, (631) 444-2746, or Meg Stern, Patient Experience Educator at SBUH, (631) 416-6320, or complete an application at inside.stonybrookmedicine.edu/strategic-focus/patient-experience/resources/pfac/application.

If you would like more information, or are interested in joining our children's council, please reach out to Joan Alpers, Director of Child Life Services at SBUH, (631) 216-3636, or via email at joan.alpers@stonybrookmedicine.edu.

Looking Ahead

Strengthening Partnerships

As we look to the future, our commitment to elevating the patient and family voice remains unwavering. We are deeply grateful to our dedicated Advisors for their time, commitment and insight, and to our healthcare team members who continue to collaborate with PFAC.

In the coming year, we will focus on expanding community-centered initiatives aligned with our strategic pillars. By identifying and nurturing meaningful partnerships, we aim to empower individuals and families with the knowledge and tools to advocate for themselves and their loved ones.

Together we will continue to build bridges between care teams and communities - ensuring that safety, quality and compassion remain at the heart of everything we do. We are excited for the journey ahead as we continue to collaborate with our patients, families and community.



Carol Gomes, MS, FACHE, CPHQ
Chief Executive Officer



Nicole Rossol, MS, FACHE, CCLS
Chief Patient Experience Officer



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