

# Letter from the Family Advisory Council

Dear Patients and Families,

The Baptist Medical Center Clay participates in the Baptist Health System Family Advisory Council (FAC), which acts as a voice for patients and families. We are patients and family members of patients who have been hospitalized and/or those with frequent use of our outpatient and ambulatory care services. Our mission is to promote patients and families as essential members of the health care team, and to partner with them to improve the quality and safety of the care we provide. Although we may not have an opportunity to meet you during your stay or treatment at Baptist Medical Center Clay, we want you to know we are here, and would love to hear about your experience. By sharing our ideas and experiences, we can make a difference for you, family members and others who are part of the Baptist Medical Center Clay community.

If you would like to tell us of your experience, or are interested in learning more about the FAC, please contact our facilitators, Fern Hannigan, MSN, RN at 904.347.4828 or Alexandra Reinhardt at 904.516.1027, or by email at [Fern.Hannigan@bmcjax.com](mailto:Fern.Hannigan@bmcjax.com) (mailto:Fern.Hannigan@bmcjax.com) and [Alexandra.Reinhardt@bmcjax.com](mailto:Alexandra.Reinhardt@bmcjax.com) (mailto:Alexandra.Reinhardt@bmcjax.com) .

Sincerely,

Baptist Medical Center Clay Family Advisory Council

## **Baptist Health Family Advisory Council Mission Statement:**

To provide the best care, treatment, and long-term goals for our patients through the development of an interactive partnership with patients, families, and the healthcare team.