



A New Day. A New Vision for the Valley.

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Merrimack Valley Hospital Forms Patient and Family Advisory Council

October 1, 2009-Merrimack Valley Hospital has formed its first Patient and Family Advisory Council to help develop care with a more family and patient focus.

The team of council members is comprised of people from the community who have either been patients, or family members of patients at Merrimack Valley Hospital, as well as a few members of the hospital staff.

The goal is to listen to feedback to see how patient care can be improved. "We would like to know how we can make the hospital a better place," said Gloria Swanbon, director of quality and risk management at Merrimack Valley Hospital.

Swanbon said the state has mandated that hospitals form these committees. "The regulation requires that we have a team functioning by this time next year. We had our first meeting in September 2009." said Swanbon, adding that the hospital is always looking for ways to improve care and feedback from the community is a great way to accomplish that. "We want to ensure that patients and their families receive the very best in care."

The committee is comprised of Susan Veasey, Leanne Eastman, Marc Lemay, Denise Johnson, and James Mahoney, as well as Alicia Gildea, RN, Chief Nursing Officer Diane Lovallo, Swanbon and Merrimack Valley Hospital CEO Michael Collins, who serves as ex officio member.

If anyone from the community would like to share an experience, Swanbon hopes they will feel free to contact her at (978) 521-8538.

About Merrimack Valley Hospital:

Merrimack Valley Hospital maintains 107 acute care beds and 17 adult behavioral medicine beds; all are private rooms. The hospital's clinical strengths include a 24-hour emergency department; orthopedic, endoscopic, general, vascular, thoracic, GYN, pediatric and urologic surgery; wound care with hyperbaric therapy; adult behavioral medicine care with a focus on geriatric issues; a comprehensive Pain Management Center; a Sleep Study Lab; gastroenterology; otolaryngology and hospitalist services. MVH also provides a wide range of outpatient services, such as bone density testing; dysphasia testing; echocardiograms; electroencephalograms (EEG); electromyography (EMG); full-field digital mammography; magnetic resonance imaging (MRI); positron emission tomography (PET-Scan); pulmonary function testing (PFT);

nuclear medicine; surgical day care; ultrasound (general & obstetrical), and physical therapy and x-rays, and 64-Slice CT scans.

The hospital's awards for excellence include the Excellence Through Insight Award, 2008 (HealthStream Research); Best in Value Hospitals, 2008 (Data Advantage); Top Ranked Community Value Provider Award, 2007 (Cleverley & Associates); National Quality Leader Award for Pneumonia Care, 2006 (CareScience Select Practice); High Reliability Cardiac Care Award, 2006 (MassPRO); and An affiliate of Essent Healthcare, Inc., the hospital serves Merrimack Valley and southern New Hampshire. More information can be found at www.merrimackvalleyhospital.com. Merrimack Valley Hospital is a licensed and certified mammography facility.