

# New Parent and Family Advisory Council at Cumberland Hospital



## Focusing on service excellence by improving the parent/guardian experience

To improve satisfaction for our parents, guardians and referral sources, Cumberland Hospital has created a Parent and Family Advisory Council. The goal of this council is to enhance awareness and transparency for all those whom we serve.

Cumberland Hospital strives to be the provider of choice because we are passionate about providing superior quality care for each patient we are privileged to serve. Many of our patients face complex health challenges and we work hard to help them lead the fullest lives possible. We are very aware that behind every patient are families and loved ones who also need support.

### Our goals:

- Solicit the voice of the patient
- Proactively capture feedback, identify areas of opportunity
- Define our focus
- Turn goals into outcomes
- Provide a resource to parents and families
- Inform and engage staff



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We are here to support you.  
If you have any questions,  
contact:

**Sherry Green-Henry**  
(Patient Advocate)  
sherry.green-henry@uhsinc.com  
804.966.1661 or

**Allison Dillow**  
(Business Development)  
allison.dillow@uhsinc.com  
804.966.1637

Please see our application on  
the reverse of this flyer.

# Join the Cumberland Hospital Patient and Family Advisory Board

## YOUR OPINION COUNTS!

At Cumberland Hospital, we work hard to deliver patient-centered care with the goal of providing excellent customer service. Getting feedback from our patients is one of the best ways to ensure we are meeting your needs.

The Cumberland Hospital Patient and Family Advisory Board is a group of patients and family members from Cumberland Hospital. During our group meetings, members of the Patient and Family Advisory Board have the opportunity to provide feedback on a wide variety of topics, including:

- Your experience in our facility
- Policies and processes
- Proposed changes, solutions or new services we are considering
- How our care team provides you service
- Facility design

## Board Membership

Members are asked to serve a minimum of a one-year term and attend monthly virtual meetings.

## Cumberland Hospital Patient and Family Advisory Board Application

*Once we receive your application, our council team will contact you with the schedule of upcoming council meetings.*

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Preferred Phone Number: \_\_\_\_\_

Best day/time to reach you: \_\_\_\_\_

Items of special interest to you: \_\_\_\_\_

Email Address: \_\_\_\_\_

Name of your Primary Care Physician: \_\_\_\_\_

Please submit your application to  
Allison Dillow (Business Development)  
allison.dillow@uhsinc.com

