

We invite you to be a voice
for improving patient care
through the UMass Memorial
Children's Medical Center
Family Advisory Council.



UMass Memorial Health Care is the largest not-for-profit health care system in Central New England with more than 13,000 employees and nearly 2,000 physicians, many of whom are members of UMass Memorial Medical Group. Our member hospitals and entities include Clinton Hospital, HealthAlliance Hospital, Marlborough Hospital, UMass Memorial Medical Center, Wing Memorial Hospital and Medical Centers and Community Healthlink, our behavioral health agency. With our teaching and research partner, the University of Massachusetts Medical School, our extensive primary care network and our Cancer, Diabetes, Heart and Vascular, and Musculoskeletal Centers of Excellence we deliver seamless programs of quality and compassionate care for patients across our health care system.



UMass Memorial Children's Medical Center is a "hospital within a hospital" providing comprehensive services to children throughout the region. With more than 130 medical and surgical specialists skilled in and devoted to the care of children, the Children's Medical Center offers a full range of care to infants, children and adolescents in a close-to-home environment that is sensitive and responsive to the needs of families. The Children's Medical Center is a member of the National Association of Children's Hospitals and Related Institutions, a nonprofit organization that promotes the health and well-being of children and their families through support of children's hospitals and health systems that are committed to excellence in providing health care to children. Visit www.umassmemorial.org/children for more information.

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Children's Medical Center

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05/14 MKTG

Children's Medical Center Family Advisory Council

Giving Families a Voice



UMass Memorial
Children's Medical Center



Our Children's Medical Center

We are the only children's hospital in Central Massachusetts. More than 130 medical and surgical experts in 30 specialties devote their expertise to the care of infants, children and adolescents – care that truly surrounds the family.

We know that children aren't just small adults. They require experts trained in treating children, technology suited for kids and care that is dedicated to treating the entire family. At the Children's Medical Center, you'll find exactly that.

Learn more

Council members attend monthly evening council meetings, and become involved with Medical Center workgroups as projects and interests arise.

Visit our website:

www.umassmemorial.org/cmcfac

Our Children's Medical Center Family Advisory Council

(CMC FAC) is made up of committed family members and professionals whose main focus is to promote family-centered care.

At the heart of family-centered care is the belief that health care providers and family members are partners, working together to best meet the needs of the child. Our council empowers families and gives them a voice in the decisions that have an impact on patient care and family experiences.

Our goal is to constantly improve understanding and communication between hospital staff and families.

Additional goals include:

- Actively helping implement a positive difference at the Children's Medical Center
- Providing a forum for parents and family members to express their thoughts and opinions
- Bringing the needs of the community to the attention of hospital administration
- Serving as a contact for families, professionals and hospital committees

Contact Us

Email: CMCFAC@umassmemorial.org

Call: 508-334-5405

We'd Like to Hear From You.

Please share your thoughts, kudos, concerns and questions with the CMC FAC by email: cmcfac@umassmemorial.org.

Recent CMC FAC Projects

Partnership with Leadership: Members participated in a recent strategic planning session representing the needs and interests of families to help define the priorities and future plans for the Children's Medical Center. Future meetings are also planned between Medical Center leadership and members of our council.

Lily's Pad Design Committee: One member worked with Capital Planning and Pediatrics to design a waiting area for children with compromised immune systems.

Staff Appreciation Initiative: CMC FAC recognized the nursing staff for their hard work and dedication by presenting them with beautiful framed photos (taken by council members) to promote healing environments in their respective areas.

Patient Experience Video: The CMC FAC worked with the Medical Center Patient and Family Advisory Council to make a video that tells "their story" about experiences with the hospital. It included what worked well and areas that could be improved. This powerful video underscores that every interaction between caregiver and patient is meaningful. The video is being used in training to improve the patient experience through human interactions and communication.

