



Aug 30, 2023

Dear Patient/Family/Partner:

We are excited to announce Downstate Health is starting a Patient and Family Advisory Council. This council will focus on quality, patient safety and service. We want to hear from you! If you join the Patient and Family Advisory Council we can work together to create programs, services and care experiences to meet your needs.

The Council will include Downstate Health leaders and staff. We will meet 5 times year, in the afternoon and evening in person and virtual. Refreshments will be served. Our next meeting will be held on **December 5, 2023**. Please **arrive by 1:30pm** to enjoy some refreshments. The meeting will start promptly at 1:45pm-3:00pm at Downstate.

The Patient and Family Advisory Council will be dedicated to improve the patient experience and delivery of health services. We value your opinion and hope you will join.

If you are interested, **please fill out the attached application form** and email it with any questions to [pfac@downstate.edu](mailto:pfac@downstate.edu). You may also call us at 718-270-1111 or drop the form off at Patient Relations Department located at 445 Lenox Road, Brooklyn NY, 1<sup>st</sup> floor, Room A1-381. We will mail you the location of the meeting once we confirm your interest.

We look forward to meeting you soon.

Sincerely,

Wren Lester, PhD, CPXP, CPHQ  
Chief Experience Officer  
Downstate Health