



Hours: Mon - Fri 9:00 a.m.-3:00 p.m.

617-983-7371

What can I find at the Patient/Family Resource Center?

- Friendly, knowledgeable staff and volunteers
- Books
- Brochures & Pamphlets
- Newsletters & Magazines
- Computers with Internet access, Wi-Fi, and Health Databases
- Photocopy machine

Focus on Men's Health

You'll find everything you need to know about men's health at the P/FRC. Please ask us to help you find any of these resources.

Books

- The A-Z of Men's Health
- American Cancer Society's Complete Guide to Prostate Cancer
- American Medical Association Complete Guide to Men's Health
- Breast Cancer Husband
- Dr. Patrick Walsh's Guide to Surviving Prostate Cancer
- The Harvard Medical School Guide to Men's Health
- Men's Health Concerns Sourcebook
- Men's Health on the Internet
- Prostate Cancer Resource Guide
- Strong Women and Men Beat Arthritis

Electronic Journals

- Men's Health

Brochures

- Men and Depression
- Understanding Prostate Cancer
- What You Need to Know about Prostate Cancer

Who's Using the Center

The Patient/Family Resource Center hosted 554 visitors between April-June 2010. 118 visitors came to P/FRC open houses. Of the three months, May was the busiest, with 223 visitors. Computer usage was the most popular reason to visit the center – 171 people used P/FRC computer this spring. Of our spring visitors, 57 came to the P/FRC to find out information about a disease, condition or treatment. In addition to greeting and helping all who visited, our staff and volunteers answered 11 telephone requests for health information during that time. Staff and volunteers prepared literature searches on diverse topics like cardioversion and psychotropic medications.

Visitors were prolific about the value of the Patient/Family Resource Center. User survey feedback about the staff and volunteers was highly positive and complimentary. When asked about our most valuable service, respondents chose staff attitude and knowledge. Family members were grateful to have a quiet and private space with computer access while waiting for their loved ones.

Roundup from our Rounds

Resource Center Representatives went on over 1,000 patient rounds between January–June 2010. In general, patients and family members were very pleased with their care at Faulkner Hospital. There was particular high praise for Operating Room staff, nurses on the 7th floor, surgeons, housekeeping, the Emergency Department and valet parking attendants. Patients

were also grateful for the comfort of private rooms. A number of patients remarked on the speed of admissions and how there was no wait for a bed in the Emergency Department.

Patient needs, such as additional training on the television remote, were attended to promptly.

Patients couldn't find enough good things to say about Faulkner Hospital. Feedback included:

- Nurses are awesome!
- Best hospital she has ever been in
- Lovely place, enjoyed my stay
- I'm leaving today – I'll miss the staff
- I always ask to come here
- Best Care I ever had
- I've been treated like Family

Meet our Staff – Ellen Fوسفeld



Most of you know Ellen Fوسفeld, Assistant Librarian, from her warm smile and expert assistance in the Patient/Family Resource Center. She also works part-time in the Medical Library, efficiently managing collections check-in, binding and inventory. Ellen regularly receives accolades for her kind and caring approach to helping patients and family members who need health information and was the winner of a recent Bravo Award for her efforts.

Ellen spent her early years in Brooklyn, New York, which she finds has a lot in common with Brookline, Massachusetts. It was a great place to grow up – everyone could walk everywhere and the neighborhood kids had lots of fun playing endless games of hopscotch and jump-rope. Her family vacationed in the Catskills, where they stayed in bungalows and Ellen and her brother took part in a children's dress-up parade. At PS164 (NYC schools were all known by their numbers), her favorite subjects were math and art. For a while she attended sculpture classes at the world-famous Metropolitan Museum of Art.

While studying mathematics at Boston University, Ellen fell in love with both the city and her future husband, an MIT student. They married and Ellen continued her education to obtain a Master's Degree in Remedial Reading from Northeastern University. The couple moved to Waltham and then Framingham and Ellen enjoyed being a full-time mom to her two young daughters.

One of her first jobs was working at a consulting firm during the early days of computer graphic design. She also volunteered in the Framingham High School Library and was quickly hired when her manager realized how valuable she was. It was there that Ellen first realized how much she enjoyed helping people find health information and decided to make that her life's work. She began volunteering at the Newton-Wellesley Hospital Library and was hired there as well. When she heard that Faulkner Hospital had opened a Patient/Family Resource Center, she applied for a position and came right on board in 2001.

In addition to working part-time at both Faulkner Hospital and Newton-Wellesley Libraries, Ellen enjoys walking, listening to jazz, watching independent films, reading historical fiction (especially Philippa Gregory's books) and traveling (memorable trips have included Paris and London with her daughter). But her favorite activity now is babysitting for her adorable young grandson, which she does whenever she gets a chance.

Ellen Fوسفeld relishes her time at Faulkner Hospital and finds great satisfaction every day in helping people. The "Friendly Faulkner" is a perfect place for her – "Everybody I've met at Faulkner Hospital is so friendly and appreciative," stated Ellen, "and so many people here have become my personal friends as well."

Dedham Foundation for Savings Foundation Awards P/FRC \$10,000 Grant



The Faulkner Hospital Patient/Family Resource Center was the recipient of a tremendously generous grant of \$10,000 from the Dedham Institution for Savings Foundation. This bountiful donation enabled the P/FRC to realize many goals and to provide the hospital's patients and family members with the highest quality information on diseases, treatments and wellness.

Through this grant, the center purchased twenty new books on important topics ranging from Alzheimer's disease to breast cancer to sports injuries. The center was also able to update

dictionaries and references on medical tests, medications and chronic diseases. And the very day the new books were put on the shelf with beautiful acknowledgement bookplates, one was put right into use to help a grateful patient who needed to know about a new cancer drug that wasn't in one of the center's older books.

Beyond books, the Patient/Family Resource Center is using the grant to help people with special needs better use the facilities by purchasing ergonomic chairs and computer workstations. Much valuable medical information is online, and now people with disabilities and recovering from surgery will be better able to use our computers comfortably and safely. A large print viewer will also be purchased that will display any of the center's resources on an easy-to-use screen in large print for people with visual impairment.

Many new brochures will also be purchased to help people understand medical conditions and stay healthy, as well as attractive displayers that will be easier for visitors to use to find materials. Brochures are given out at P/FRC Open Houses throughout the year. Finally, an artist-quality anatomical model will be purchased and displayed at the center.

Peter Brown, President and Gerard Lavoie, Trustee and Secretary of the Board, Dedham Institution for Savings Foundation visited the Patient/Family Resource Center in March 2010 to deliver a replica of the \$10,000 check, which is proudly displayed near the brochures. P/FRC staff and volunteers were delighted to meet them and have an opportunity to thank them in person. Faulkner Hospital is extremely grateful for everything that the Dedham Institution for Savings Foundation has done for the Patient/Family Resource Center!

Open House Update

We welcomed 39 visitors to our Diabetes Alert Open House in March. Maria Warth, MD, Chief of Endocrinology, answered questions from patients and family members, such as, "What is the difference between Type 1 and Type 2 Diabetes?" Retired Faulkner Hospital Diabetes Educator Rosemary Sheehan volunteered at the table to answer audience questions as well. 61 visitors attended our May Mental Health Open House. Florina Haimovici, MD, Director for Education in Medical Psychiatry, Faulkner Hospital and Instructor in Psychiatry, Harvard Medical School, was the instructor.

To prepare for Faulkner Hospital becoming a “smoke-free” campus on June 1, we sponsored a Quit Smoking Open House in May. Susan L. Opdyke, LICSW, Director of the Partners Employee Assistance Program, provided smokers with motivation, assistance and helpful literature. Leslie Ahern, MS from the Family Caregiver Alliance facilitated for the audience of 34 at our Alzheimer’s Open House in June. She discussed the difference between Alzheimer’s Disease and dementia and a new electronic device that can be worn by Alzheimer’s patients so their caregivers can find them if they wander.

Please mark your calendar for our 2010 Open Houses:

Nutrition	September 16, 2010	11:30am-1:30pm
Breast Cancer	October 14, 2010	11:30am-1:30pm
COPD	November 11, 2010	11:30am-1:30pm
Relaxation	December 2, 2010	11:30am-1:30pm

Staff

Cara Marcus, MSLIS, Director
Ellen Fufeld, Assistant Librarian
Pat Simmons, Resource Center Representative

Volunteers

James Demico
Dorothy Dorsey
Marilyn Dunn
Ann Gessner
Diane Grallo
Ryan Murray
Maria Pignatelli
Makayla Welch

Faulkner Hospital Patient/Family Resource Center

3rd Floor, across from the Cafeteria
1153 Centre St., Jamaica Plain, MA 02130
617-983-7371

We're on the web at <http://www.faulknerhospital.org/>
Click on the Health Resources button.

Patient/Family Resource Center Website

http://www.faulknerhospital.org/resource_center.html

Online Catalog

<http://maple.cybertoolsforlibraries.com/cgi-bin/CyberHTML?FLKNRIBHO>