

# Patient and Family Advisory Council 2013 Annual Report

PFAC met bimonthly in a hospital conference room on February 5, 2013, April 2, 2013, June 4, 2013, August 6, 2013, and is scheduled to meet on October 1, 2013 and December 3, 2013. More than 50% (10 out of 15) of PFAC members are patient/family members. Recruitment of patient/ family members is a continuing goal. Minutes are kept for a minimum of 5 years and transmitted to the Hospital Board of Directors following each PFAC meeting. PFAC agendas and minutes are available for review.

#### **PFAC Members**

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Daniel Abraham	Patient/Family Member, Fall River, MA
2. Carole Billington, RN	Vice President, Patient Care Services & Chief Nursing Officer
3. Joyce Cadorette, RN	Clinical Leader, Day Surgery/Post Anesthesia Care Unit
4. Sister Karen Champagne, RN	Patient Relations Coordinator
5. Robert Colley	Patient/Family Member, Fall River, MA
6. Robert Dumais, Co-chair	Patient/Family Member, Swansea, MA
7. Kathy Finn, RN, Facilitator	Director, Professional Practice, Research & Development
8. Jerry Furtado	Patient/Family Member, Fall River, MA
9. Shannon Hebda	Patient/Family Member, Fall River, MA
10. Frances LaSalle	Patient/Family Member, Somerset, MA
11. Mary-Lou Mancini	Patient/Family Member, Fall River, MA
12. Michael Palumbo	Patient/Family Member, Rehoboth, MA
13. Kerri Cote Plaud, MS	Institutional Review Board Manager
14. Claire Sullivan	Patient/Family Member, Westport, MA
15. Yvette Tardif	Patient/Family Member, Fall River, MA
16. Carol Verrochi, Co-chair	Patient/Family Member, Berkley, MA

Two patient/ family members co-chair PFAC. The PFAC facilitator organizes PFAC meetings; provides agendas, minutes and reports; supports the co-chairs and members; and keeps a secure list of PFAC members and their contact information.

Patient/ family PFAC members live and/or work in Saint Anne's Hospital primary and secondary service areas. They or members of their families have received care at Saint Anne's within the past few years. Therefore, they represent the population served by the hospital.

The PFAC facilitator and other hospital staff orient patient/family members as they join the council. Continuing education occurs during PFAC meetings. Orientation topics include:

- Saint Anne's Hospital history mission, vision, values, and partnerships
- PFAC Guiding Principles (bylaws)
- Purpose of the PFAC
- PFAC councilor responsibilities

- HIPAA and patient confidentiality
- Practical details (meeting schedule/location, parking, what to wear, what to bring)
- Attendance expectations

The roles and responsibilities of patient/family members are described in the PFAC Operating Guidelines. All PFAC members sign the same confidentiality agreement as hospital staff.

The Hospital maintains a budget for PFAC expenses including but not limited to food, printing, postage, parking/ transportation, and interpreters (if needed).

The Hospital tracks PFAC accomplishments and publishes them in an annual report, which is posted on the Hospital website.

#### **Accomplishments**

At the request or suggestion of patient/ family members, PFAC agendas have included the following topics for discussion and feedback:

- 2013 patient safety initiative: Computerized Provider Order Entry (CPOE)
- Enhanced universal protocol in procedural areas
- Hospital news update
- Improving the patient/family experience
- Medical Orders for Life Sustaining Treatment (MOLST)
- Nursing attire
- Palliative care
- Patient throughput (ED Innovations Team)
- Publicly reported hospital quality data
- Transitions in care

PFAC members were invited to attend the following conference and Steward Health Care meeting.

- Health Care for All: First Massachusetts PFAC Conference
- Steward Patient Experience of Care Collaborative

### **Accomplishments 2013**

Sι	<b>iggestion</b>	Suggested by	Outcome	Status
1.	Contact local businesses to support employees attending PFAC	Patient/family		Open.
2.	Add PFAC member to ED Innovations Team	Hospital Staff	Included in list of committees for PFAC membership	Completed 2013.
3.	Add survey reminder to concierge rounding logs	Patient/family	Statement added to concierge rounding logs.	Completed 2013.
4.	Advertise new patient pavilion in the New Bedford area	Patient/family	Already done.	Completed 2013.
5.	Advertise number of physicians using CPOE at Saint Anne's Hospital	Patient/family	Posters in hospital lobbies; articles in local papers.	Completed 2013.

6. Discussion about m time to improve attendance	eeting Hospital staff	No change in meeting time.	Completed 2013.
7. Give PFAC membe of committees that repatient/ family representative	1	List developed and sent to PFAC members for discussion, follow up.	Completed 2013.
Look at demograph related to lower incocommunity	ome	Already doing this.	Completed 2013.
Look at discharge ti day related to HCAI survey	me of Patient/family	Already doing this.	Completed 2013.
10. Look at individual HCAHPS surveys d CARES meeting (C patient/ family expe of care team)	ARES:	Added to CARES agenda as a standing item.	Completed 2013.
11. Service excellence observation	Hospital staff	Feedback provided to directors of areas	Completed 2013.
12. Talk with patients w recently completed HCAHPS survey; for with people who purand phone number HCAHPS survey	illow up t name	Chief Nursing Office has asked nursing directors to call patients who leave name and phone number on survey.	Completed 2013.
13. Better communicati about patient/family expectations	1	Forwarded to CARES Team for discussion.	In progress.
14. Concierge Roundin patients in ED waiti room		Forwarded to concierge rounding coordinator for consideration.	In progress.
15. Add palliative care t nursing competenci		Forwarded to Professional Practice, Research and Development; under consideration.	Target completion 2014.
16. Nursing Attire	Patient/family	<ul> <li>Evidence-Based Practice         Committee conducting         study of patient/ family         perceptions of nurse         attire.</li> <li>EBP Committee chairs         reported to PFAC and         sought feedback.</li> </ul>	Target completion 2014.
17. Provide patients wit of providers		Some practice areas provide this list.	Target completion 2014.
18. Send patients "than for choosing Saint A Hospital" card after discharge		Some practice areas already doing this.	Target completion 2014.

## Update on 2012 projects still in progress at end of year:

Su	ggestion	Suggested by	Outcome	Status
1.	Noise on patient care units/ noise at night	Patient/family Hospital staff	Wireless medication scanners	Completed 2013.
2.	Directional signs to Clemence Hall	Patient/family	Refer to Facilities staff.	Completed 2013.
3.	PFAC participation in "secret shopping" to improve staff customer service	Hospital staff	Plan to start with October 2 PFAC meeting.	Completed 2013.
4.	Private rooms	Patient/family	<ul> <li>New patient wing with all private rooms under construction.</li> <li>Plan to convert 2-bed rooms to private after new wing completed.</li> </ul>	Completed 2013.
5.	Report on publicly reported quality data	Patient/family	Plan for October 2 PFAC meeting.	Completed 2013.
6.	Family Blog	Patient/family	Discussed family blog Caring Bridge; will make information available to patients/ families.	Target completion 2014.
7.	EMR links to outpatient and home care data	Patient/family	Planned at Steward level.	In progress at Steward level
8.	Covered walkway between new medical office building and hospital	Patient/family	Referred to Senior Leadership for consideration	On hold
9.	Hudner Patient/Family Resource Center "lending library" with books donated in memory of a loved one	Patient/family	<ul> <li>Adding patient/ family resource center.</li> <li>Library planned as part of Patient/Family Resource Center.</li> </ul>	On hold
	PFAC bios on the hospital website	Patient/family	Collecting information from PFAC members.	On hold
11.	Umbrellas for patients moving between buildings	Patient/family	Referred to Senior Leadership for consideration	On hold