Nashoba Valley Medical Center
A STEWARD FAMILY HOSPITAL
Steward

Patient and Family Advisory Council
2013 Annual Report

The Patient and Family Advisory Council at Nashoba Valley Medical Center met on a quarterly basis on the second Tuesday of the second month of each quarter. The Council met November 13, 2012, February 26, 2013, May 21, 2013, August 20, 2013 and is scheduled to meet in November 2013. Five of the 12 members or 42% of the Council are patient/family members and both co-chairs, even though one is an employee, have been patients and family members of NVMC. Recruitment of patient/family members from our diverse service area is a continuing goal. Minutes are kept for a minimum of 5 years and shared with our Hospital Board of Directors following each PFAC meeting. The Council's agendas and minutes are available for review.

PFAC Members

1. Marcia Sullivan (Co-Chair)	Patient/Family Member, Shirley, MA
2. Gail Clayton, RN (Co-Chair)	Director, Quality and Safety
3. Doreen Thomas, RN	Chief Nursing Officer/Chief Operations Officer
4. Amjad Husain, MD	Vice President Medical Affairs
5. Magdy Salama, MD	Medical Director laboratory Services
6. Christine Smith (PFAC Facilitator)	Quality Improvement Coordinator
7. Carol O'Connell, RN	Manager, Ambulatory Clinics
8. Pat Maguire, RN	Inpatient Nursing Director
9. Suzanne Nelson	Patient/Family Member, West Townsend, MA
10. Laura Bridges	Patient/Family Member, Harvard, MA
11. Virginia Malouin	Patient/Family Member, Pepperell, MA
12, Elizabeth Sheedy	Patient/Family Member, Ayer, MA

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

All patient/family members reside in the surrounding towns that are considered our primary services areas. They and their family members have received either inpatient or outpatient care or both at NVMC within the past few years. Therefore, they represent the population served by the hospital.

The PFAC Facilitator provides resources and orientation to new patient/family members as they join the Council. They receive copies of the by-laws and charter, operating guidelines, position descriptions, attendance expectations, and contact lists of all members. HIPAA and confidentiality are reviewed and all patient/family members sign confidentiality agreements. During each meeting time is spent on updating the group on special projects and initiatives going on at NVMC that affect patient care and the community. As requested by Council members subject matter experts on staff at NVMC are invited to meetings to share their expertise and work with the Council on important topics.

The roles and responsibilities of patient/family members and hospital members are described in the PFAC Operating Guidelines.

There is a dedicated budget through the Quality and Safety Department for PFAC expenses such as food, printing, postage and other assessed needs.

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

Accomplishments for 2013

At the request/suggestion of the Council, the Council agendas have included the following topics for discussion and feedback;

- The admission and discharge process
- End of life care versus palliative care
- Health Care Proxies and New MOLST initiative (Medical Orders for Life Sustaining Treatment)
- Changes to the registration process and affected outpatient departments with new computers
- Steward's readmission initiative (STAAR)
- Organizational commitment to quality and safety
- Marketing of hospital versus Steward and Outreach activities
- Construction of new Geriatric Psychiatric inpatient unit
- Changes to the Community with new Hospital system

Project Accomplishments

Project	Suggested by	Outcome	Status
Marketing hospital to the community	Patient/Family members	Introduction of new Marketing Contact Discussion of concerns of NVMC as "forgotten	Completed 11/12 Completed 11/12

		hospital” Review of reworked web site Reinstitute Senior Suppers	Completed 2013 Completed 2013
Patient Education and Information booklets for newly admitted patients	Hospital PFAC members	Reviewed by all PFAC members before publication, wording updated, additions to booklet, process for assuring booklets to each patient reviewed and approved	Completed 2013
Patient Education “Zone” Sheets for selected diagnoses	Hospital and PFAC members	Review and approval of patient education sheets for Heart Failure, Respiratory Conditions that are given on discharge	Completed 2013
Discharge process issues	Patient/Family members	D/C process noted as long and cumbersome and not conducive to retaining much of the information-reviewed process and incorporated suggestions into process	Completed 2013 but will continue to evaluate process and assure that gains remain
Construction project to front of hospital	Hospital and PFAC members	Review of upcoming construction for new unit and effect on community utilizing services here	Completed 2013
MOLST process	Hospital PFAC members	Review of process in hospital for implementation and suggestions for marketing to community	Completed 2013
Patient’s experience of care	Patient/Family Members	Adoption of “Golden Behaviors” for all staff when dealing with patients first step	Completed 2013 but will continue looking at patient experience of care in 2014
Restructuring of PFAC	Patient/Family Members	Continue to recruit new members Marketing tool to put in	In addition to areas still involved for

		patient discharge packets Notify Council on Aging, School Boards/PTO's, Assisted Living Centers, and Primary Care Physicians offices in our service areas Review current make up of Hospital members also Explore feasibility of "secret shopper" or "shadow" program".	2014 the restructuring of the PFAC will be necessary since members are coming to the end of their tenure.