

# Patient and Family Advisory Council

Annual Report: September 1, 2012 – September 30, 2013

# **PLANNING**

New England Sinai developed a Patient and Family Advisory Council (PFAC) in September 2010. The Hospital maintains a budget for PFAC expenses including but not limited to food, printing, postage, and interpreters (if needed).

The Hospital tracks PFAC accomplishments and publishes them in an annual report, which is posted on the Hospital website. <a href="http://steward.org/New-England-Sinai/Patients-and-Visitors/Patient-and-Family-Advisory-Council">http://steward.org/New-England-Sinai/Patients-and-Visitors/Patient-and-Family-Advisory-Council</a>

# **MEMBERSHIP**

# **Qualifications and Eligibility**

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

### Council Makeup

PFAC Members

1. Dave Baskin	Patient/Family Member, Holbrook, MA
2. Susan Dowling	Patient Advocate
3. Barry Gold	Patient/Family Member, Sharon, MA
4. Amy Kopchell	Interpreter Services Manager
	Good Samaritan Medical Center/New England Sinai Hospital
5. Kathy McCarthy	Patient/Family Member, Stoughton, MA
6. Arlene O'Connor	Patient/Family Member, Randolph, MA
7. Mary Beth Urquhart, RN	Vice President Quality & Risk
8. Patricia Wilkinson, LICSW	Director Social Work Services

50% (4 out of 8) of PFAC members are patient/family members.

During 2012/2013, Sinai's PFAC received resignations from both patient/family for personal reasons and staff due to change in employment. We are pleased to have added in the Fall a community member and in the Spring, a long-stay patient.

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# **Participation**

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:

- New England Sinai Hospital's history mission, vision, values, and partnerships
- PFAC Policy
- Purpose of the PFAC
- PFAC council responsibilities
- HIPAA and patient confidentiality
- Practical details (meeting schedule/location, parking)
- 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.

- A member must be either a current or former patient or family member of New England Sinai Hospital.
- Meetings are held quarterly and membership is requested for a minimum of 1 year.
- Applicants cannot be New England Sinai employees.
- Term of Appointment for the Council is two years.

### **Active Membership**

The term of Active Membership consists of two year, renewable each year for a maximum of 2 terms.

#### Recruitment

Recruitment of patient/family members is a continuing goal.

### Co-Chairs

At this time, none of the eligible members are able to take on the commitment of Co-Chair.

The PFAC facilitator organizes PFAC meetings; provides agendas, minutes and reports; supports members; and keeps a secure list of PFAC members and their contact information.

#### **Election Procedure**

The Staff Chairperson was appointed by Senior Leadership in December 2012. Co-Chair nominations will be discussed again in September 2013.

### Term

The standard term for a Chairperson will be one year.

Candidates for the patient and/or family member co-chair position will be nominated by Council members and will have at least one year of experience as a Council member. Nominations will be accepted from the floor.

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# **MEETINGS**

# **Regular Meetings**

PFAC met quarterly in a hospital conference room on December 13, 2012, March 21, 2013, June 27, 2013, and September 26, 2013. Minutes are kept for a minimum of 5 years and transmitted to the Hospital Board of Directors following each meeting. PFAC agendas and minutes are available for review.

### ROLES AND RESPONSIBILITES OF THE PFAC

Members of the PFAC have convened with the purpose of creating an environment of collaboration between New England Sinai staff and patients and their families. Soliciting feedback and suggestions based on patient experience facilitates the improvement of patient care and safety.

# **PFAC ACTIVITIES**

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

- Review of Steward Policy for PFAC
- Press Ganey Satisfaction Survey Results
- Patient Advocate Initiatives and Update New Ambassadors
- "Getting To Know You Posters"
- Recruitment of New PFAC Members
- Clinical Alarm / Noise Initiatives
- PFAC Application Form
- Previous Patient Experience Visit current patients provide hope
- Review of PFAC Annual Report

### October 1, 2012 - September 30, 2013

To date, the New England Sinai PFAC has:

# **Accomplishments 2013**

Suggestion	Suggested by	Outcome	Status
Infection, Surveillance and Prevention program	Hospital member	2011 Flu Vaccination rate at Sinai was over 90%. Graph depicting infection rates and hand hygiene compliance. In October 2012 Sinai had zero hospital acquired C-Diff infections.	Completed 2012
Patient Advocacy /     Patient Ambassador     Program	Hospital member	Weekly Press Ganey dashboards with tips are sent to all staff. Telephone calls to post-discharge patients. Environmental Services staff were trained to ask the patient, prior to leaving the room, if everything in the room is working. Also, Ambassadors are asking	Completed 2012

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		patients during their weekly visits if everything in the room is working.	
3. Getting to Know you Posters	Patient/Family	Volunteers collect information and complete a poster with patient's personal information. This poster is displayed in the patient's room. This information is a reminder to staff that this is a person as well as a patient. It provides the patient's likes/dislikes, etc. which can be used to begin a discussion with the patient as well. Approximately 4 – 5 posters are completed and hung each week. As of 9/10/13 28 posters were completed and 46 patients were approached to participate.	Ongoing
4. Leadership Rounds	Community Member	Sinai implemented Leadership Rounds with patients.	Completed 2013
5. Noise Initiative	Hospital member	Task Force convened to address alarm/noise within the hospital and its effect on patient's satisfaction. Team inventoried all types of noise and implemented a trial Quiet Hour. Quiet Hour kit established and given to each patient, including earplugs, headsets, eye masks.	In Progress
6. New Members	Patient/Family	Long-stay patient joined Council.	Completed 2013
7. Updated PFAC Application	Hospital member	Worked with Marketing to update PFAC application form and its appearance on the website.	In Progress

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