



## **Patient and Family Advisory Council Annual Report September 2013**

Quincy Medical Center (QMC) is fully committed to integrating the principles and values of patient and family centered care into the delivery of care. The patients and their families have an extremely important role in enhancing the quality of care provided at QMC, as well as providing great insight into the patient experience. Their firsthand knowledge is invaluable.

### **Purpose and Goals**

The Patient and Family Advisory Council (PFAC) was established in 2010 in accordance with Department of Public Health Regulation 105 CMR 130.00. The QMC PFAC collaborates with QMC staff to advise, consult and evaluate initiatives that impact patients, their families and the community.

The goals for 2013 included enhanced opportunities for PFAC members to become more involved in the planning, delivery, and evaluation of health care and safety at QMC, as well as, evaluating the patient experience of care.

### **Membership**

Council members are selected through the established application and review process written in the PFAC Bylaws. The Patient Advocate conducts telephone interviews with all applicants. Upon successful completion of the interview, the candidate is invited to the next Council meeting as a trial. The co-chairs, with the Council member feedback, determine the candidate's eligibility for membership. If approved, the Patient Advocate will notify the potential member of the Council's decision and offer membership.

A term of active membership on the PFAC consists of two years and is renewable every two years for a maximum of three terms. The Council will strive to rotate membership on a regular basis. Members completing three terms will be given the option to remain involved as an Emeritus Member.

All PFAC patient and family members are oriented through the hospital-wide on-boarding orientation program.

The QMC PFAC consists of four members from hospital staff including the Chief Nursing Officer, Patient Advocate, Quality Manager, and Vice President of Medical Affairs. Five current or former patient/family members are representative of the diverse population of patients that QMC serves. The co-Chairs are the Director of Quality and one patient/family member.

## **PFAC Meetings**

QMC PFAC meetings are held on the fourth Tuesday of every other month from 5:30pm to 7:30pm. The November meeting is designated as the PFAC Annual Meeting. At the annual meeting, membership is reviewed and new officers may be elected if the committee deems necessary.

## **2013 Impact and Accomplishments**

- QMC PFAC members identified a number of opportunities to enhance the patient experience including: offering patients a welcome package, a hospital gift shop, and an incentive program between PFAC members and staff. The Council has submitted a sample gift bag for senior leadership approval.
- PFAC members tested the scripting for patient ambassador rounding by rounding on patients with the Director of Quality Resources
- Two PFAC members have participated in hospital Ethics Committee meetings
- Made recommendations for updating patient information pamphlets
- PFAC members met with MNA representatives to explore patient safety concerns from their perspective
- Recruited one new PFAC member

## **2014 QMC PFAC Goals**

2014 will offer PFAC members enhanced opportunities to become more involved in the planning, delivery, and evaluation of health care and safety at QMC. As well as evaluating the patient experience of care. Activities will include:

- PFAC members attending hospital meetings which focus on improving the patient experience.
- PFAC members will also be asked, as needed, to review education materials that QMC will be providing to patients. Included, but not limited to:
  - Discharge Information
  - Fall Safety at Home
  - Congestive Heart Failure (CHF)
  - Transitions of Care Information
- PFAC will be promoted through marketing strategies with QMC and local community
- PFAC will promote hospital services by:
  - Engaging community at public events offered at QMC.
  - Offering shuttle bus services at North Quincy and Wollaston MBTA stops
  - Continue to explore hospital Gift Shop opportunity
- Recruit two additional patient/family PFAC members