Holy Family Hospital
A STEWARD FAMILY HOSPITAL
Steward

Patient and Family Advisory Council
2013 Annual Report

PFAC met quarterly in the hospital's Board Room on January 25, 2013, March 22, 2013, June 28, 2013, and a meeting is scheduled for October 11, 2013. Seven out of fourteen standing members of PFAC are patient/family members. Recruitment of patient/ family members is an ongoing goal. Due to vacations, illness, and work schedules attendance at the meetings has been limited. 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.

PFAC Members

1. Bob Jackson	Patient/Family Member (Methuen, MA)
2. Cathy Suchodolski	Patient/Family Member (Plaistow, NH)
3. John Mele	Patient/Family Member (Haverhill, MA)
4. Susan Desmet	Patient/Family Member (Salem, NH)
5. Susan Papallardo	Patient/Family Member (Salem, NH)
6. Gail Migliozzi	Patient/Family Member (Windham, NH)
7. Tim Lehane	Patient/Family Member (Methuen, MA)
8. Anna Frankenfield	Marketing/Communications Manager
9. Anne Dosch, Facilitator	Director - Quality & Safety
10. Cheryl Edwards	Director - Nursing
11. Deborah Borden	Director - Pharmacy
12. Gregory Christie	Director - Emergency Services (ad hoc)
13. Father Richard O'Brien	Chaplain/Spiritual Care
14. Lester Schindel	President (ad hoc)
15. Marty McDrury	COO/CNO (ad hoc)
16. Nancy Trick	Patient Advocate
17. John Alexander	Vice President of Medical Affairs
18. Karen Kennedy	Director - Mission and Community Partnership (ad hoc)
19. Adeline Parkinson	Data Analyst - Quality & Safety (ad hoc)

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 Holy Family Hospital primary and secondary service areas. They or members of their families have received care at Holy Family Hospital 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:

- Holy Family Hospital history, mission, vision, values and partnerships
- Purpose of PFAC
- PFAC member 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 Charter. 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 hospital activities:

- Transitions in Care
- Medication Reconciliation
- HCAHPS data and suggestions for improvement
- Patient Experience of Care and SEE (Service Excellence Everywhere)
- Patient Safety
- Falls Prevention

Accomplishments September, 2012-September, 2013

Suggestion	Suggested by	Outcome	Status
1. Ambassador Program	Patient Advocate	Due to changes in the Volunteer Program, all volunteers are now Ambassadors.	Ongoing
2. Transitions in Care	Hospital Staff and Patient/Family Members	Data, progress of team Focus on Medication Reconciliation, Teach Back, D/C Plan and follow up PCP appointments, communication with Post Acute network.	In progress
3. Medication Reconciliation	Hospital Staff	Methods to improve patient awareness of importance of having an updated, accurate medication listing and keeping on person/frig/etc. Identifying ways to improve the process.	In progress

Suggestion	Suggested by	Outcome	Status
4. Falls Prevention	Hospital Staff	Patient/Family members reviewed patient education materials and provided suggestions for improvement. Updates on Fall Prevention are provided and discussed at each meeting.	In progress
5. Patient Safety	Hospital Staff/Patient and Family Members	Patient/Family members continue to discuss how PFAC might positively impact patient safety and provide input for participation in patient safety projects.	In Progress
6. Patient Experience of Care/SEE	Hospital Staff	Data and initiatives are discussed, patient/family members provide ideas and suggestions to enhance. The co-chair worked with the physicians to enhance communication. Currently working on methods to increase quiet, particularly at night.	In progress