

Patient and Family Advisory Council Annual Report

Beth Israel Deaconess Hospital Plymouth

Date of Report: September 2014

Report Year: FY14 – October 2013-September 2014

PFAC Established: 2010

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PFAC Organization

The committee has recently had earnest discussions about their strong desire to develop the committee into a more engaged group with a more meaningful role in the organization. This has resulted in some proposed changes. The PFAC is in the process of reviewing its charter, policies, and objectives for the coming year. The committee has agreed that 1) they have a desire to accomplish work that is meaningful and personally fulfilling 2) they choose to meet monthly rather than quarterly to further build their relationships with each other and develop a sense of connectedness 3) they want to review their charter and organizing policies to ensure collective agreement and 4) they may identify 1 or 2 large initiatives to focus on for the upcoming year.

1. Does your PFAC have by-laws and/or policies and procedures? If so, please attach them with your report or send a link to access them on-line.

The PFAC has policies and procedures that are attached to this report. Those policies and procedures are being reviewed with the PFAC and will be updated by the October 2014 meeting.

2. How do you recruit PFAC members?

PFAC members are recruited via recommendations from hospital personnel, physicians, board members or other PFAC members.

3. Is the PFAC chair or co-chair a patient or family member?

The PFAC is chaired by the VP of External Affairs, and Co-Chair is community committee member.

4. If there is a hospital staff chair or co-chair, what hospital position does that person hold?

VP External Affairs

5. Are at least 50% of PFAC member's current or former patients or family members?

Yes, the Patient Family Advisory Committee (PFAC) is a group of 9 members; 6 community representatives who have been patients or family members, as well as 3 hospital employees.

6. What hospital department supports the PFAC? What is the hospital position of the PFAC staff liaison?

The hospital employed PFAC staff represent the departments of privacy and compliance, quality and safety, and external affairs. One of the hospital employed members is the Chair of the Patient's Rights committee.

7. Does the hospital reimburse PFAC members for any costs associated with attending meetings and/or provide any other assistance (eg. free parking, child or elder care, translation or interpretation services, conference calls, meals, mileage reimbursement or other travel stipends, etc.)?

The hospital provides meals to PFAC members at each meeting. If travel beyond meeting attendance were required, the hospital would consider reimbursing mileage.

8. The PFAC regulations require every PFAC to represent the community served by the hospital. What is your PFAC/hospital doing to comply with this requirement?

PFAC members represent 3 communities in the service area. Our goal is to expand membership to include representation from the remaining 2 towns in the primary service area.

9. Who sets agendas for PFAC meetings?

PFAC agendas have historically been set by the VP External Affairs. In the future, the committee will discuss and recommend agenda items for the upcoming meetings.

10. Does the PFAC have subcommittees? If yes, please list and describe them.

The PFAC does not have subcommittees at this time.

11. How does the PFAC interact with the Board of Directors (Check or circle all that apply)

- a. PFAC submits annual report to Board
- b. PFAC submits meeting minutes to Board
- c. PFAC member(s) attends Board meetings
- d. Board member(s) attends PFAC meetings
- e. PFAC member(s) are on board-level committee(s)
- f. None of the above
- g. Other

12. Is there a PFAC section on the hospital website?

Yes

13. Does your PFAC use social media and if so, how?

Not at this time

14. Describe the PFAC orientation for new members. Include in description how often it is given, by whom, and the content covered. Please include any requirements for PFAC members as hospital volunteers (eg. hospital volunteer trainings, immunizations, CORI checks, TB checks, etc.).

PFAC members are given an orientation by the Chair of the committee. The information reviewed includes: PFAC membership, purpose and goals, governance, scheduling of meetings, orientation of new members and Confidentiality Requirements.

15. The law allows a hospital to engage its PFAC in a broad consulting role. Did the PFAC provide advice or recommendations to the hospital on any of the following areas specifically mentioned in the law (Check or circle all that apply):

- a. Patient and provider relationships – **1 PFAC member sits on Patient Rights Committee**
- b. Institutional review boards – **1 PFAC member sits on the Institutional Review Board**
- c. Quality improvement initiatives - **2 PFAC members sit on Patient Care Assessment Committee**
- d. Patient education on safety and quality matters

16. Did PFAC members engage in any of the following activities mentioned in the law? (Check/circle all that apply):

- a. Members of task forces – **1 PFAC member served on the Emergency Department Strategic Planning Committee**
- b. Members of standing hospital committees that address quality (list committees and how many PFAC members serve on each) **SEE ABOVE**
- c. Members of awards committees
- d. Members of advisory boards
- e. Participants on search committees and in the hiring of new staff
- f. Co-trainers for clinical and nonclinical staff, in-service programs, and health professional trainees
- g. Participants in reward and recognition programs

17. Was any of the following public hospital performance information shared with the PFAC? (Check/circle all that apply.)

There are two members of the PFAC that are also active members of the Patient Care Assessment Committee where quality and safety data is discussed.

In addition, quality and safety information is publicly available on websites such as: www.medicare.gov/hospitalcompare, www.leapfroggroup.org, and www.patientcarelink.org.

The Senior Director of Quality and Safety will be presenting a summary of hospital performance at a 2015 PFAC meeting.

- a. Serious Reportable Events
- b. Healthcare-Associated Infections

- c. Department of Public Health (DPH) information on complaints and investigations
- d. Staff influenza immunization rate
- e. Other hospital performance information shared: please describe _____

18. Did PFAC quality of care initiatives relate to any of the following state or national quality of care initiatives: (Check/circle all that apply.)

The PFAC discussed both End of Life planning and Mental Health and the possible role the PFAC could play in advocacy during presentations given by the Administrator of Hospice and Palliative Care and Health Resources in Action who completed a Mental Health Needs assessment; the Committee made recommendations regarding the Statement of Patients Rights during a presentation from the Director of Compliance and Privacy; the Committee also gave feedback regarding the proposed changes to the physical plant of the Emergency Department during a presentation from Sterling Partners who conducted a strategic planning process for that area.

- a. Healthcare-associated infections
- b. Rapid response teams
- c. Hand-washing initiatives
- d. Checklists
- e. Disclosure of harm and apology
- f. Fall prevention
- g. Informed decision making/informed consent
- h. Improving information for patients and families
- i. Health care proxies/substituted decision making **X**
- j. End of life planning (e.g., hospice, palliative, advanced directives) **X**
- k. Care transitions (e.g., discharge planning, passports, care coordination & follow up between care settings)
- l. Observation status for Medicare patients
- m. Mental health care **X**
- n. Other-please describe

19. Describe the PFAC's specific accomplishments in relation to quality of care initiatives during the past year. **Please note for each initiative undertaken,**

As stated in question 18, during the past year the PFAC has received updates and educational information on a variety of topics including: Emergency Department strategic planning, Hospice and Palliative Care, Behavioral Health needs in the community as well as giving feedback on patients rights materials produced by the hospital and distributed to patients. The PFAC is currently reviewing its structure, policies and plans to make a commitment to patient advocacy

role in 1 or more areas stated above for the FY15 upcoming year. The initiatives under consideration, and work that has been done on patients rights, have been a result of the hospital department requesting PFAC input.

a. did the idea arise directly from the PFAC

Or

b. did a department, committee or unit request PFAC input on the initiatives?

PFAC Annual Report

20. Does the hospital share the PFAC annual reports with PFAC members?

Beginning with this report, the hospital drafts the report document, shares the report with the PFAC, then finalizes the report to the Board of Directors

21. How do you make the PFAC report accessible to the public?

The PFAC report, and committee minutes are posted on the hospital website.

Goals

22. Does your PFAC set goals? If yes, what are they? (Please list.)

(Note: As your PFAC sets goals, you should keep in mind the requirements and recommendations in the Massachusetts PFAC law and regulations.)

The goals of the PFAC for the next year are:

- **Finalize PFAC policies and procedures that give more definition to structure, participation and expectations of the committee members**
- **Pursue recruitment of 2 additional PFAC members representing areas of the community not yet represented**
- **Commit to increasing community education and acting as advocates on a specific topic selected from hospital strategic priorities by vote of the committee.**