



**PATIENT AND FAMILY ADVISORY COUNCIL  
ANNUAL REPORT  
2013**

**Date of Report:** November 19, 2013  
**Year Covered By Report:** 2013  
**Year PFAC Established:** 2010  
**Staff PFAC Contact:** Joyce Willette, Customer Relations Coordinator

**PFAC Purpose, Membership, and Structure**

**1. Describe the Purpose and Mission of the PFAC.**

To create an open forum for patient-centered communication in order to improve the quality and level of care delivered to patients and their family members.

**2. How do you recruit PFAC Members?**

Council members are recruited based on staff recommendations, satisfaction survey results and marketing strategies.

**3. What is your selection process?**

All nominees complete an application and are interviewed by the hospital co-chair.

**4. How do you elect officers?**

The hospital co-chair is elected by the hospital and the patient/family co-chair is elected by the council.

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

There are 2 co-chairs consisting of 1 patient and 1 staff member.

**6. Is there a staff liaison(s) for the PFAC? In what department is the PFAC situated?**

The PFAC is part of the Administration Department. The Customer Relations Coordinator is the staff liaison.

**7. What is the size of the PFAC?**

There are 22 members.

**8. Are at least 50% of PFAC members current or former patients or family members? How many patient and family members and how many staff members are on the PFAC?**

There are 13 patient and/or family members (59%) and 9 staff members (41%).

**9. What is the term of service for PFAC members?**

Each council member will serve an initial term of 1 year, renewable annually at the discretion of the committee. Patient co-chair serves a 2-year term.

**10. What are the hospital's attendance expectations? How often does the PFAC meet?**

Attendance is important and council members are expected to attend all meetings. Membership will become inactive after 2 unexcused absences. The council meets on a quarterly basis.

**11. Do you reimburse PFAC members for any costs associated with attending meetings and/or provide any other related assistance (eg. free parking, babysitting, etc.)?**

PFAC members are provided free parking and lunch is served at all meetings. Gifts of appreciation are distributed to patient/family members at the annual meeting.

**12. Are PFAC members representative of the hospital's service community? Explain.**

PFAC members represent the service area of the hospital and are chosen from both the inpatient and outpatient rosters. We hope to expand recruitment to include home health patients.

**13. Who sets agendas for PFAC meetings?**

The hospital co-chair and the Administrator.

**14. Does the PFAC have subcommittees? If yes, please describe them.**

The PFAC does not have any subcommittees at this time.

**15. To what extent does the PFAC have access to the hospital Board of Directors?**

The hospital administrator attends all meetings and acts as the liaison between the committee and the Board of Directors.

**16. Are PFAC meeting minutes submitted to the hospital board?**

The PFAC meeting minutes are always available to the Board of Directors.

**17. Is there a PFAC section on the hospital website? What is the URL?**

Yes, PFAC information is available on the hospital's website at [www.whittierhealth.com](http://www.whittierhealth.com).

**18. To what extent did the PFAC communicate with PFAC's at other hospitals?**

Data from the recent Healthcare For All PFAC Conference was shared with the council. The hospital co-chair participated in HCFA's PFAC webinar on November 19<sup>th</sup>.

**Orientation and Continuing Education**

**19. Describe the PFAC orientation for new members. Include in description how often it is given, by whom, and the content covered.**

New members meet with the Hospital Co-Chair who explains the role of the PFAC and a copy of the PFAC By-Laws is given to the applicant. Members also sign a confidentiality statement, which is part of the application process.

**20. What continuing education was provided to PFAC members this reporting year?**

Information from Health Care For All's 1<sup>st</sup> annual PFAC Conference was shared with the group. We hope to have more members participate in next year's conference. One committee member, a prior stroke patient, spoke about his attendance at the rally to support Aphasia Awareness Day, which took place at the Statehouse in Boston on June 27<sup>th</sup>.

**PFAC Impact and Accomplishments**

**21. On what hospital committees or boards have you placed PFAC members?**

There are several PFAC members who also work in the volunteer department and are members of our Peer Visitor Program. We hope to include PFAC members on other hospital committees in the coming year.

**22. In what ways did the PFAC influence quality of care at this hospital? Describe the PFAC's accomplishments over the past year. Did the idea arise directly from the PFAC or did a department, committee, or unit request the input on the initiatives?**

During the past year, the PFAC worked on the following projects:

1. The committee continues to work on the process for conducting post-discharge follow-up calls. This includes creating the questionnaire and establishing a timeframe for the calls.
2. The PFAC collaborated on ways to better educate the patient regarding prescription refills upon discharge. Flyers are placed in the admission packet explaining the different options available to the patient. One option is to utilize the Whittier Pharmacist, a retail pharmacy located inside the Whittier Rehabilitation Hospital. Case managers will also discuss prescription refill options with patient prior to discharge.

**23. The law allows a hospital to engage its PFAC in a broad consulting role. Did the PFAC advise the hospital on any of the following (please underline):**

- a. patient and provider relationships
- b. institutional review boards
- c. quality improvement initiatives
- d. patient education on safety and quality matters

**24. Did the PFAC engage in any of the following (please underline):**

- a. reviewers of publicly reported quality information
- b. members of task forces
- c. members of hospital standing committees that address quality
- d. members of awards committees
- e. members of advisory boards
- f. participants of search committees and in the hiring of new staff
- g. co-trainers for clinical and nonclinical staff, inservice programs, and health professional trainees or as participants in reward and recognition programs.

**25. Was any of the following information on hospital performance shared with the PFAC? (please underline):**

- a. serious reportable events
- b. healthcare-associated infections
- c. DPH information on complaints and investigations
- d. Staff influenza rate
- e. Other

**26. Did PFAC quality of care initiatives relate to any of the following state and/or national quality of care initiatives, (please underline):**

- a. healthcare acquired infections
- b. public reporting of hospital performance
- c. rapid response teams
- d. hand-washing initiatives
- e. checklists for surgical procedures
- f. checklist for nonsurgical procedures
- g. disclosure of harm and apology
- h. fall prevention
- i. informed decision making/informed consent
- j. improving information for patients and families
- k. health care proxies/substituted decision making
- l. end of life planning (hospice, palliative, advanced directives)
- m. care transitions (discharge planning, passports, care coordination & follow up between care settings)

### **PFAC Annual Report**

**27. Do PFAC members participate in the development of the PFAC annual report?**

Not at this time.

**28. Does the hospital share the PFAC annual reports with PFAC members?**

Yes. Members will be given a copy at the next PFAC meeting.

**29. Did the hospital share the PFAC annual report with the Board of Directors/Trustees? How?**

Yes. The annual PFAC report is available for the BOD to review at their annual meeting.

**30. Do you make the PFAC report accessible to the public? How?**

Yes. The annual PFAC Report is made accessible to the public via the hospital's website, [www.whittierhealth.com](http://www.whittierhealth.com).

**31. Is the annual PFAC report posted to the hospital's website for public access? When was it posted?**

Yes. The annual report is posted on the website for public access. The 2012 Annual Report was posted in July 2013 and the 2013 Annual Report will be posted in December 2013.

**Goals**

**32. What goals or quality improvement strategies, if any, has the PFAC set for the coming year? (Please list.)**

In the coming year, the PFAC will continue to work on quality improvement initiatives within the hospital. We will finalize the process for conducting post-discharge follow-up calls. We will also collaborate on improving our marketing and recruitment strategies.