



**PATIENT AND FAMILY ADVISORY COUNCIL
ANNUAL REPORT
2016**

Date of Report: October 21, 2016
Year Covered By Report: 2016
Year PFAC Established: 2010
Staff PFAC Contact: Kristi Acevedo, Customer Relations Coordinator

PFAC Purpose, Membership, and Structure

1. Which best describes your PFAC?

We are a PFAC for a system with several hospitals.

2. Will another hospital within your system also submit a report?

Yes, Whittier Rehabilitation Hospital - Westborough will also submit a report.

3. What is the name and contact information for your Staff PFAC Co-Chairperson?

Our staff Co-Chairperson is Kristi Acevedo and can be reached by phone at 978-372-8000, ext. 1421 or by e-mail at kacevedo@whittierhealth.com.

4. Is the Staff Co-Chairperson also the Staff PFAC Liason/Coordinator?

Yes

5. What is the name of your Patient/Family Co-Chairperson?

Rob Williams

6. This year, the PFAC recruited new members through the following approaches:

- Word of mouth/through existing members
- Promotional efforts within hospital to patients or families
- Hospital publications
- Case Managers/Care coordinators

7. What is the total number of staff members on the PFAC?

There are currently 8 staff members.

8. What is the total number of family member advisors on the PFAC?

There are currently 17 members.

9. Which department within the hospital supports the PFAC?

The Administration Department supports the PFAC.

10. The hospital position of the PFAC Staff Liason/Coordinator is:

Our PFAC coordinator is the hospital’s Customer Relations Coordinator.

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.

Community Representation

12. What is the hospital’s catchment area geographically defined as?

Our catchment area is the Greater Haverhill and Merrimack Valley area.

13. What are the demographic percentages of the hospital’s catchment area?

Our catchment area includes the following racial groups:

| | |
|--|------|
| American Indian/Alaskan Native | 1% |
| Asian | 2% |
| Black | 4% |
| Native Hawaiian/Other Pacific Islander | 0% |
| White | 66% |
| Other | 27% |
| <hr/> | |
| Total | 100% |

Ethnic Groups within catchment area include:

| | |
|----------------------------------|------|
| Dominican | 10% |
| American | 66% |
| Asian | 1% |
| Mexican/Mexican American/Chicano | 33% |
| <hr/> | |
| Total | 100% |

14. What percentage of people defined in the catchment area are of Hispanic, Latino or Spanish origin?

27%

15. In FY 2016, which ethnic and racial groups was the hospital’s PFAC comprised of?

This year, the PFAC included all White American members. However, our recruitment efforts extend to all racial and ethnic groups.

16. What percentage of PFAC patient and family members in FY 2016 were of Hispanic, Latino or Spanish origin?

0%

17. What percentage of patients that the hospital provided care to in FY 2016 had limited English proficiency?

5%

18. What percentage of patients that the hospital provided care to in FY 2016 spoke the following as their primary language?

Spanish – 3%

19. What percentage of PFAC patient and family advisors in FY 2016 have limited English proficiency?

0%

20. In FY 2016, what percentage of PFAC patient and family advisors spoke the following as their primary language?

Spanish – 0%

Portuguese – 0%

Chinese – 0%

Haitian Creole – 0%

Vietnamese – 0%

Russian – 0%

French – 0%

Mon-Khmer/Cambodian – 0%

Italian – 0%

Arabic – 0%

Albanian – 0%

Cape Verdean – 0%

21. The PFAC is currently undertaking the following activities to ensure appropriate representation of our members:

- The hospital distributes PFAC information /brochures to each inpatient during their stay
- Clinical staff members provide patient and family referrals to the PFAC coordinator for potential membership opportunities.

PFAC Operations

22. Who sets agendas for PFAC meetings and what is the distribution process?

PFAC patient and family members, along with hospital staff determine the agenda. It is distributed in written form at each meeting.

23. If staff and PFAC members develop the agenda together, please describe the process.

We incorporate topics and issues discussed at meetings and add to the following meeting's agenda. In addition, reoccurring topics are scheduled to present at each meeting.

24. Who develops the goals each Fiscal Year?

The goals are developed by both the PFAC members and staff.

25. The PFAC had the following goals and objectives for 2016:

- Develop a more personalized communication tool between patients and non-clinical departments involved in their care to provide the highest quality of service.
- Implement a Discharge Checklist to assist patients in preparing for their transition, whether it is home or to a step-down facility.

26. Did the PFAC establish subcommittees?

Not this year.

27. How does the PFAC interact with the hospital's Board of Directors?

The PFAC submits annual report to the Board. One of our PFAC members is also on the Board of Directors.

28. Does the PFAC utilize social media, e-mail, or listservs as a means of communication?

Not at this time.

Orientation and Continuing Education

29. How many new PFAC members began this year? Describe the PFAC orientation for new members. Include in description how often it is given, by whom, and the content covered.

We had 3 new members in FY 2016. Each met with the Hospital Co-Chair who explains the role of the PFAC and distributes a copy of the PFAC By-Laws. Members also sign a confidentiality statement, which is part of the application process.

PFAC Impact and Accomplishments

30. 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.

31. 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. We established a personalized communication tool between patients and Environmental Services Staff to ensure a high quality of service. A tent card is now placed in each patient room upon admission. It describes areas of the room that will be attended to during their stay. A direct phone extension for the Department Director is also listed to report any special needs the patient has.

2. A discharge checklist was developed and will be added to the Patient Education folders, which are distributed to patients during their stay. It is designed to assist patients and their families prepare for transition from the facility. Patients felt it would relieve some of the anxieties of moving on to a different level of care and/or other facility, define *how* and *when* they will be receiving discharge related information, and assist families in asking all of the important questions before leaving the facility.
3. Included PFAC patient members in hospital trainings. Several members were able to participate in the hospital's Active Shooter training drills held on site, led by the local Police Department. The hospital continues to train staff members periodically.
4. PFAC members were able to participate in other program areas of the hospital. Several members were trained to become part of our Peer Visitor Program.

All accomplishments came from both Staff PFAC and Patient PFAC members.

32. Describe challenges met by the PFAC in FY 2016.

1. Diversifying PFAC membership to include ethnic groups and cultures that represent our catchment area.
2. Due to PFAC meetings being held on a quarterly on a weekday, it can be difficult for Patient/Family members to attend.

33. Do PFAC members serve on hospital-wide committees, projects, task forces, work groups or board committees?

Not at this time.

34. The PFAC provided advice or recommendations to the hospital on the following areas mentioned in the Massachusetts law:

Patient education on safety and quality matters.

35. Did the PFAC participate in those activities mentioned in the Massachusetts law?

The committee actively gives recommendations on each issue discussed.

36. Please list the hospital information shared and discussed with PFAC:

Complaints and serious events - Patient complaints to hospital
Quality of care – Patient experience and satisfaction surveys

37. Please explain why the hospital only shared this data provided in previous question:

The PFAC committee meets on a quarterly basis. In the interest of time, we focus our meeting agendas on the areas we feel the patient/family members would best be utilized as resources. However, each meeting ends with an open discussion in which members are encouraged to present questions or issues within any area that affects the hospital.

38. Please describe how the PFAC was engaged in discussions around the data above and any resulting quality improvement initiatives:

Our committee openly shares his/her experiences both inside and outside of the facility in the related area. This will in turn prompt further discussion regarding quality improvement if applicable.

39. Were any members of the PFAC engaged in advising on research studies?

Not at this time.

PFAC Annual Report

40. Please list the individuals or groups who approve this report prior to submission.

Robert Iannaco, Hospital Administrator

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

Not at this time. The PFAC coordinator generates the report.

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

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

43. 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.