



**PATIENT AND FAMILY ADVISORY COUNCIL
ANNUAL REPORT
2012**

Date of Report: June 10, 2013
Year Covered By Report: 2012
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 20 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 15 patient and/or family members (75%) and 5 staff members (25%).

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.

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.

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.

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.

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?

The group was educated on Whittier's new Learning to Drive Program, which helps patients who want to re-acquire the skills needed to regain their driver's license. The group also listened to a presentation by Dr. Joan Breen, Neurologist, on the Day Rehab Program, which helps patients with neurological disorders.

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.

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?

Throughout the past year, the PFAC worked on several projects that had a direct and positive influence on the quality of care provided at Whittier:

1. An introduction DVD was created to help patients understand the process and expectations of being in an LTAC/Rehab hospital. The video introduces new patients to Whittier staff and helps to answer questions pertaining to the hospital admission. The PFAC had lots of input on the content of the video. The video is currently being shown on a special channel in every patient room on a continuous loop.
2. The PFAC helped to create a medical health passport, which helps our patients keep all of their health information in one place for use in their continuing medical care.
3. On the suggestion of a PFAC member, a sitting area was established outside the outpatient waiting area to give patients a place to sit while awaiting transportation.
4. The group also collaborated on the content of a new PFAC brochure to help market the PFAC to prospective new members.

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 will be posted on the hospital's website
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 will be posted on the website for public access.

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 work on establishing a questionnaire for post-discharge follow-up calls. To improve and streamline the discharge process, we will work on ways to educate the patients on their options regarding prescription refills.