



**PATIENT AND FAMILY ADVISORY COUNCIL
ANNUAL REPORT
2015**

Date of Report: November 23, 2015
Year Covered By Report: 2015
Year PFAC Established: 2010
Staff PFAC Contact: Kristi Acevedo, 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 are PFAC By-Laws distributed to its members?

Copies of the approved By-laws are given to each council member at the time their membership begins. They are also available by request through the Customer Relations Coordinator.

3. How do you recruit PFAC Members?

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

4. What is your selection process?

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

5. 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.

6. 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.

7. What is the size of the PFAC?

There are 25 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 (60%) and 10 staff members (40%).

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. 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.

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, outpatient and home health care rosters.

Community Representation

13. What is the hospital's catchment area geographically defined as?

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

14. 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%

Ethnic Groups within catchment area include:

Dominican	10%
American	66%
Asian	1%
Mexican/Mexican American/Chicano	33%

15. In FY 2015, which ethnic groups did the hospital provide service to? Which of the patient groups serve on the PFAC?

The hospital provided service to White, Black, Hispanic and Asian groups. The FY 2015 PFAC consisted of White, Non-Hispanic members. It will be established as a goal for 2016 to diversify our committee.

PFAC Operations

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

The hospital co-chair and the Administrator determine the Agenda. It is distributed at each meeting.

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

The PFAC does not have any subcommittees at this time.

18. Who develops the goals each Fiscal Year?

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

19. 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.

20. Are PFAC meeting minutes submitted to the hospital board?

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

21. 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.

22. Does the PFAC utilize social media sites as a means of communication?

Not at this time.

Orientation and Continuing Education

23. How many new members did the PFAC have in FY 2015? Describe the orientation for new members.

The committee had three new patient members this year. Members interview with the Staff 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.

24. Are PFAC members considered hospital volunteers? If so, what are other associated requirements?

Several of our current PFAC members function in a volunteer capacity. If members will spend time in patient-care areas or other hospital departments, they are required to attend a volunteer training, perform a CORI background check, and provide verification of immunizations, TB testing and recent physical.

PFAC Impact and Accomplishments

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

We hope to include PFAC members on hospital committees in the coming year.

26. 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?

1. The committee continues to update the hospital's Peer Visitor Program. The changes will provide a more in-depth recommendation and orientation process to meet the needs of a wider scope of patients.
2. Permanent agenda items have been added to each meeting to include current hospital Performance Improvement projects, Emergency Management/Environment of Care committees, and any updates of policies and procedures within Whittier's Home Healthcare Agency.
3. The PFAC will become an active part of the hospital's High Reliability Organization (HRO) initiative.

All three areas will collaboratively include the quality of care for our patients.

27. What did you perceive to be the greatest challenges for the committee in FY 2015?

1. Attendance for current patient and community based PFAC members was difficult as the committee meets on a quarterly weekday.
2. In order to better represent our catchment area, the PFAC will need to diversify the ethnicity of its members.

28. 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

29. 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, in-service programs, and health professional trainees or as participants in reward and recognition programs.

30. 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

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

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

The information was shared by compiling quarterly hospital patient satisfaction survey information.

PFAC Annual Report

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

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

33. 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.