

## Patient and Family Advisory Councils



### Annual Report October 1, 2014 - September 30, 2015

#### PFAC Overview

The Baystate Health Patient and Family Advisory Councils (PFAC) provide a forum for patients and families to collaborate as partners in concert with the health care team. Council members share and bring their unique perspectives of the healthcare experiences provided at Baystate. This partnership allows patients and families to have a direct impact into the planning, delivery and evaluation of health care with the goal of promoting quality, safety and satisfaction.

The Baystate Health PFAC's provide and present annually on their progress and activities to the Baystate Health Board of Trustees, Health Quality Council and the Leadership Council. Annual reports are submitted to the State of Massachusetts and made publically accessible online.

Each PFAC is guided by council mission, vision, goals and principles which are supported by the Baystate Health PFAC Policy. In addition, the BCH PFAC is supported by the BCH PFAC Policy, a subset of the organizational policy. Information on both PFACs is available on the Baystate Health website

#### Philosophy & Vision

By creating partnerships across the continuum of care, patients, families and the health care teamwork together. The success of this work is based on principles of patient-and family-centered care, impacting the care from the bedside to the boardroom.

- Respect each other as equal members of the health care team
- Transparent sharing of information
- Honor the unique richness of our cultures
- Appreciate value of shared decision making & partnership

On the experience level, the expertise of council members is fundamental in promoting teamwork and effective communication. At the organizational level, members are active partners in safety initiatives, data analysis and care redesign.

## **Recruitment & Selection**

PFAC members are recruited through communications to Baystate Medical Center and Baystate Children's Hospital staff, patients, families and the community. Applications are accepted year round and candidates are screened and interviewed by the PFAC leadership chairs and facilitators. Once candidates are screened, members are selected based on factors such as; capacity to listen, sharing of thoughts and opinions on health care experiences, offering different points of view and their representation of the Western Massachusetts community at large.

### **Baystate Medical Center Adult PFAC (BMC PFAC) Community Representation**

Members of the BMC Adult PFAC are "all" patients and families from the Greater Springfield Area, representing a cross-section of the diversity of populations served by inpatient and outpatient care. The background of members includes parents, siblings, educators and teachers, business owners, lawyer, pharmacist with diverse educational work, life, and health care experiences. The health care experiences of the council members include cardiovascular, renal, pulmonary, cancer, endocrinology, surgical, medical, emergency medicine, ambulatory and home care issues. The Council is 60% female, 26% Hispanic/Latino and 13% African American. The Adult PFAC has "15" active community members and 3 other ad hoc members. Two new members were added in 2015. The PFAC is facilitated by two RN's, the Director of Nursing Research Practice and by the Patient Relations Director.

### **Baystate Children's Hospital PFAC (BCH PFAC) Community Representation**

The BCH PFAC is comprised of 13 current or former patients, parents or grandparents and 9 health care team members. Parents represent over 50% of this membership and include 2 men and 11 women. The membership is reflective of the hospital's service community and spans across the continuum to include inpatient and outpatient populations. Members have experiences in pediatric/adolescent medical/surgical care, NICU, PICU, Pediatric Emergency and pediatric ambulatory specialty practices. The council is facilitated by the Patient Experience Specialist who is an RN and the Child Life Manager.

## **New Member Orientation**

Baystate's Adult PFAC and the BCH PFAC achieves and maintains success by ensuring each new recruit is oriented to the Baystate Health and /or Baystate Children's Hospital history, mission, values, and structure. Council leadership is responsible to welcome and provide orientation for new council members in collaboration with staff facilitators. Orientation contains a review of the council's mission, bylaws, and policies and an overview of the hospital's culture including the core concepts of patient-and-family-centered care. Each

member is oriented to their role and responsibilities which includes attendance, providing constructive feedback, and adhering to confidentiality standards. Potential new members are provided with an explanation of the roles, responsibilities and commitment involved in becoming a council member. When a council member joins another hospital committee or team, an orientation relative to that group's focus and goals is provided. Materials are available in English and Spanish as these languages represent the majority of our patient population. The Facilitators have connected with the BMC Volunteer office to discuss a proposal that new PFAC members participate in the Volunteer Orientation Program at BMC in the future.

### **Council Leadership**

The PFAC has a policy and an election process for nomination and selection of key leadership positions – Chair, Co-Chair and/or Vice-Chair. This year the BMC council continued in the tradition of selecting PFAC leadership through an election process. The BCH PFAC will hold elections in 2016. Positions are solicited through active member nominations and hold this position for two years. Any active member who has served for at least 1 year with strong attendance and demonstrates a strong commitment to the guiding principles of patient- and family-centered care is eligible. The BMC PFAC leadership team consists of two patient-family community chairs/co-chairs and two staff facilitators. The BCH PFAC leadership team has two community parent chairs/vice chairs and two staff facilitators.

### **Continuing Education & Training**

Continuing education for the PFAC members is provided through several modalities. Each PFAC meeting often has designated time allotted to discuss educational or project updates to the Council. Members are given information to participate in educational opportunities such as IHI and IPFCC webinars, webex forums, conference calls, workshops and seminars on patient- and family-centered care and PFAC topics of interest.

### **Agenda Planning**

Meeting agendas are recommended and planned in a collaborative manner by the PFAC Chair, council members, and the Co-Facilitators. Members frequently bring forward a topic of interest, concern, or a recent experience issue. Agenda topics also come from various divisions throughout the health care system requesting input on new initiatives or guidance in project implementation. In the interest of continuous quality improvement, each PFAC meeting is evaluated and input is solicited for future topics of interest to the council. Agenda ideas and recommendations are vetted through the PFAC leadership team to determine if they should be placed on the agenda or merit formulation of an ad hoc group. Work is often generated outside of the actual PFAC meeting through email surveys, ad hoc committee groups, membership on a hospital working group relative to a specific topic. This includes participation in workshops, retreats, webinars.

A PFAC request for partnership and a participation tool was created by the PFAC and is used by all to solicit PFAC support and involvement.

<b>BMC PFAC Meetings</b>	<b>BCH PFAC Meetings</b>
October 22,2014	October 22, 2014
December 3, 2014	December 17, 2014
February 11, 2015	February 11, 2015
March 18, 2015	March 18, 2015
April 15, 2015	April 15, 2015
May 20, 2015	May 20, 2015
June 23, 2015	June 17, 2015
September 16, 2015	September 16, 2015
October 21, 2015	
November 18, 2015	
December 9, 2015	

### **Impact and Accomplishments**

During 2015 the BCH and BMC PFAC continued acting as a resource and support for staff and leadership throughout the organization. The partnership between the two PFAC’s has been essential to ensure successful outcomes through standardization of process and connection of complimentary child/adult/family issues.

### **2015 Accomplishments**

- Discussed ideas and provided insight into changes that improve services to patients and families and strengthen the culture of patient centered excellence. Evaluated practices, programs and services by providing recommendations responding to the needs of the patient and family based on patient- and family-centered care principles.
- Voiced needs, concerns, and recommendations to the hospital leadership team for review and direction.
- Impacted aspects of hospital or support operations – including technology for wayfinding, patient portal website ,RX Apps, TechSpring & Senior Class Focus Groups, ACE unit development, Culture of Safety, facility design, physician & staff education, patient safety, quality improvement or communications.

Council members take on a variety of roles: advisors, faculty, mentors, ambassadors and organizational partners. With each involvement advisory council members were able to promote the philosophy of patient-and-family-centered care, strengthen practices, and influence the overall quality of the patient/family healthcare experience.

# PATIENT AND FAMILY ADVISORY COUNCILS

Promoting patient- and family-centered care, quality, safety, and satisfaction

## ROLE of COUNCIL ADVISORS

Creating Excellent Patient & Family Healthcare Experiences

### Advisors

PFAC members share perspectives, opinions, and suggestions

### Faculty

Educate and advise hospital staff on patient & family centered care

### Mentors

Provide encouragement & support to Baystate families

### Ambassadors

Champions & leaders of PFCC that represent BMC, BCH, and Baystate Health at local, regional, national, and international events and conferences

### Organizational Partners

Designated PFAC advisors are active members of organization-wide, hospital-wide, or unit-based committees



Baystate Children's Hospital



Baystate Medical Center

## Patient Family Advisory Council 2015 Accomplishment List



	BMC PFAC	BCH PFAC	GOAL	ACTIVITY
<b>ADVISOR</b>				
	5 year Anniversary	8 year Anniversary		Celebrated 13 years combined years of established expertise & partnership
	*		Improve Care & Transitions	Ongoing involvement WMTICC Transitions in Care
	*		Care & Facility Design	Partnership in developing ACE (Acute Care for Elders) program tailored to meeting needs of hospitalized older adults
		*		BCH Playdeck Outside Renovations
	*	*		BH Foundation Grateful Patients & Gifts of Gratitude Program consult
		*		Encourage philanthropy via shared personal stories at Children's Miracle Network Radiothon fundraiser
	*			Ongoing partnership with PECORI renal research group
	*	*		Baystate Website & Branding advisement
		*		MyHealth Patient Portal
		*		New ED Role: Registration & Finance Representative
		*		New ambulatory Pediatric GI Patient & Family Advisory Council – offered advisement & support
		*		Input into creation of a booklet: <i>How to Keep Kids Safe</i> – overview of child/teen safety laws for parents/families
	*	*		Infection Control Isolation update and Request for Feedback
	*	*	Recruitment	Ongoing efforts to increase membership & diversity
<b>FACULTY</b>				
	*		Communicating Best Practices	3 <sup>rd</sup> year IHI Panel Participants
	*			Quest Webinar
	*		Improve Physician/Staff-Patient Relations	AIDET Physician Simulation Training

	*			Emergency Dept. Simulation Training
	*			End of Life Simulation Training
	*	*		Annual New Resident onboarding & orientation
	*	*	BH PX Conference	Co-planners & presenters at 1 <sup>st</sup> Annual BH PX Conference
	*			Pulmonary Conference presenter
	*			2 <sup>nd</sup> year Informed Consent Training
<b>AMBASSADOR</b>				
			Enhance patient/family healthcare experiences	
	*	*		2 <sup>nd</sup> year Host PX event week
		*		Annual Host table at NICU Graduates Reunion
	*	*		IPFCC Abstract acceptance for July 2016
	*	*		Heath Care For All (HCFA) webinar & conference presenters & 3 posters Topic BMC-Patient Safety BCH- Advisor Opportunities
	*			Participation in Premier Group Population Health Summit
	*			United Way Fund Raising Spelling Bee Team
<b>ORGANIZATIONAL PARTNER</b>				
	*	*	Enhance patient/family healthcare experiences	Active members of PX steering group & PX council at large
	*		Improve Safety & Quality	Active members of Hospital Quality Council
		*		BCH Performance Improvement Team
	*	*		Ongoing members of Patient Safety
	*		Communication & Collaboration	Patient Experience Leader Recruitment
	*			Emergency Dept. Patient/Family Experience Improvement Committee
	*	*		Hosted BH System wide PFAC Collaborative meetings
		*		Pediatric Inpatient Collaborative
	*	*		Patient Experience Leadership
	*	*		Attendance BH Annual Management

### Quality and Performance Improvement Highlights:

- Three PFAC members are involved in safety initiatives through work on the Patient Safety Committee. The committee routinely reviews and evaluates outcomes data relative to harm events such as Healthcare-Associated Infections (HAI) and other Healthcare Acquired Conditions (HAC) including falls and pressure ulcers. This team

also addresses key infection prevention strategies such as hand hygiene, influenza vaccination rates & reduction of surgical site infections.

- One member is now a representative on the Root Cause Analysis Process for investigation of serious events reportable to the DPH.
- One BCH PFAC member is on the Baystate Children's Hospital Performance Improvement Team which focuses on patient safety and pediatric asthma measures
- One member on Nursing Falls Prevention Committee
- One PFAC in on Hospital Quality Council, providing oversight and leadership on quality initiatives.
- Seven PFAC members participated in the BMC patient progress initiative focused on improving patient flow and transitions of care. Feedback and insight was provided in regards to the Interdisciplinary Plan of Care (IPOC). IPOC promotes effective partnership and communication through interdisciplinary rounds with patient/family, utilization of the patient whiteboard, and distribution of a MyPlan handout , which provides an overview of the rounding discussion, and is given to the patient/family
- Two PFAC members consulted on new issues in in the Standard Dress Attire and Caregiver Identification program
- Three BMC PFAC advisors were active participants in the Emergency Department Patient/Family Experience Improvement Committee. Advisors were involved in creating the Emergency Department Awesome Beginning Standard Approach and developing a staff training curriculum. The goal for this initiative was to make a positive impact on the patient/family experience by creating and instituting a standard which defines and promotes the BMC commitment to customer service, patient-and family-centered care, and patient satisfaction. Advisors partnered with leadership to provide mandatory education and simulation training for Emergency Room and ancillary staff.

### **Improved PFAC Engagement**

Metrics to measure degree of PFAC organizational engagement and success were identified in 2014-15. These include:

- Number PFAC members
- Number of requests for advisory council input and feedback
- Number of requests for advisor involvement and partnership
- Total number of advisor hours

Both the PFAC Advisor Request form and the PFAC Advisory Council Request forms are used to collect outcome data to help evaluate and validate the influence and productivity of yearly PFAC efforts.

Based on this year's data, an increase in PFAC council and advisor involvement along with an increase in total advisor hours has resulted in greater integration / engagement of both the BMC and BCH PFACs within the healthcare system.

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**BMC PFAC Goals**  
FY 2016

Manage and prioritize numerous requests for PFAC member participation in hospital wide initiatives (SBAR)

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Collect outcome data to help evaluate and validate the influence and productivity of the work of the PFAC

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Discuss opportunities with Nursing for role of PFAC in mentoring unit PFCC patient committee development

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Collaborate with all BH PFAC groups - BMLH, BFMC, BCH, BWH

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Provide training support/workshop opportunities to ongoing and new members

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Utilize IT to support tracking tools of all PFAC activities/volunteer hours

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Collaborate with volunteers to help in support of PFAC mentor/ support/ ambassador roles

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**BCH PFAC Goals**  
FY 2016

**Advisor**

Focus on Recruitment and Orientation of new members;

Promote growth and development of PFAC advisors;

Develop advisor/partner evaluation tool to obtain feedback about their experiences working with hospital staff/teams;

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**Mentor**

Create PICU parent mentoring program

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**Faculty**

Continue sharing patient/parent perspective at new resident orientation and Schwartz Rounds

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**Ambassador**

Represent BCH and the BH organization at various events and functions locally and nationally

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**Organizational Partner**

Continue integrating BCH PFAC advisors into other BCH, BMC, and Baystate Health organizational committees;

Participate in the organizations journey to improve the patient /family experience;

Assist in promoting a strong PFCC culture at Baystate Children's Hospital / Baystate Health

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Respectfully submitted by:

BCH PFAC Facilitator: Deborah Smith RN and Jessica Hagerman CCLS

BMC PFAC Facilitators: Diane Thomas RN and Maripat Toye RN