

 **BRONSON**
Patient and Family Advisory Council
2013 Year-end Report
December 20, 2013

The year 2013 has been an active time for the PFAC, and the activities and initiatives supporting Patient and Family Centered Care throughout the Bronson system of care.

PFAC Membership

The Patient and Family Advisory Council currently have:

- Twenty-four (24) patient & family advisors
- Sixteen (16) staff advisors
- Six (6) open patient/family positions

Since January 1, 2013, we have:

- Accepted ten (10) new members (patient/family)
- Eight (8) new staff members
- Nine (9) members completed their terms of service

- Participation/engagement measure was:
 - 87% in Q-1
 - 88% in Q-2
 - 86% in Q-3
 - 91% in Q-4

The Membership Advisory Team, in conjunction with the PFCC Manager, are actively recruiting and participating in interview and selection decisions of the council. The council is a very engaged and energized group representing a broad range of experiences, age, gender, ethnicity/race, and disability status.

PFAC/PFCC Activities and Input

- Members participate in orientation of new PFAC staff representatives (1/10/13)
- Members participate in development, production and filming of "Fall Prevention" patient education video, (four members; 1/16/13)
- Members participate as "partner presenters" with PFCC Manager at New Employee Orientation PFCC segment q.o. week (Jan.-December)
- Members participate with nursing in re-design of the "Change of Shift Handovers/Report at the Bedside" process and conduct over 50 patient family surveys (Feb. through June, 2013)
- Participation in planning and update for "Quiet Please..." posters (June)
- Member PFCC presentation for Nurse Residency Programs (1/30/13 and 5/22/13)
- Member participation at Bronson Safety Day, 4 members, (1/31/13)
- Member participation at "Active Shooter" training sessions
- Participation/input for revisions to "Discharge Instruction" summary (1/16/13)
- Submission of nomination for 2013 Community Volunteer STAR Awards
- Development of PFCC Web page on Bronson intranet
- Member participation in Diagnostic Registration Process, Kaizen Event (1/28-2/1/13)

- Member participation in Pre-op process Kaizen event (2/25-3/1/13)
- Member participation in Discharge Value Stream event (2/18-20/13)
- Member participation and input for creation of an "Exceptional/Always" experience for patient registration and scheduling (2/20/13)
- Member input and review of "Total Joint Replacement" education binders for patients
- Member input for Sky Court Café, seating accessibility and service (4/1/13)
- Member input for "Pre-surgery Skin Prep" (4/17/13)
- Member attendance and poster presentation, "Patient and Family Hand Hygiene" at Mich. Health and Hospital Assoc. Patient Safety and Quality Conference, (4/25-26/13)
- Member participation in Building Planning for new Family Practice and Internal Medicine office, "The Groves" (5/20-23/13)
- Member participation and recognition of Kerry Seaver-Block at Hospital Week, Presidents Team Awards (5/9/13)
- PFCC/PFAC presentation at Bronson Battle Creek Nursing Congress meeting (5/10/13)
- Member participation in staff education presentations, Patient Access, Food Service and Case management Social Work departments (May 8- June 5, 2013)
- Member participation in host meeting with MHA board member regarding PFAC role (5/14/13)
- Member update; "Daily Check-in" (5/15/13)
- Member attendance at Ethics luncheon seminars, (monthly May- November)
- PFCC/PFAC presentation at BBC Leadership meeting, (5/16/13)
- Member participation in PFCC presentation at KLT meeting (5/28/13)
- Member participation and input for "Kiosk" replacement process and vendor selection (6/3/13)
- Member participation in AMU Communication Tools, Kaizen event (6/3-6/13)
- Member presentation "Enhancing Bedside Handover", Nursing Leadership meeting (6/13/13)
- Member update; "Gemba Walk" (6/19/13)
- Member participation in "Ortho Length of Stay", Kaizen event (6/17-6/21/13)
- Member rounds/ 99 patient surveys "White Board" pilot AMU, (July-Sept.)
- Member input and revision of "Pre-surgical Skin Prep." patient education (July)
- Member "walk around" evaluation of patient transport experience (9/3/13)
- Member participation and display for EVS Skills Fair (6 members-9/9/13)
- Member participation in MHA "Patient and Family Engagement Task Force" (July 2013 to October)
- Submission and acceptance to present two abstracts at the Institute for Patient and Family Centered Care, International Patient and Family Centered Care Symposium 2014, Vancouver Canada, (Nursing Report/Handover at the Bedside and Patient and Family Partners for Process Improvement/LEAN)
- Member input Parent/visitor hand washing process NICU
- Member review of "Define a Fall" and scripting for patient fall assessment
- Member review and input "It's O.K. to Ask" patient safety flyer
- Member participation and display "Bronson Walk/Run" for the Children's Hospital (9/29/13)
- Member review and input Patient Medication review for Patient Safety Committee
- Member development and participation in Patient Access Orientation DVD, PFCC
- Member participation "Patient Throughput, PACU to OSU" Kaizen (10/28/13 to 11/1/13)
- Member participation "Cardiac Value Stream" analysis (11/22/13)

- Member participation and display "Benefits Fair" (10/25/13)
- Member review, input and distribution of revised " Patient and Family Guidebook" (Nov.-Dec. 2013)
- Development of " Partnering with patient and Families in Process Improvement" FQA and Standard Work Guide
- Member participation and presentation Healthcare Value Network, Site visit (Dec.5-6,2013)
- Member attendance (scholarship) to the Institute for Healthcare Improvement (IHI) 25th Annual national Forum on quality Improvement in Healthcare Conference, Orlando FL. (Dec. 8-11, 2013)

PFAC Education Segments

- Year-end 2012 PFCC/PFAC Report and 2013 PFCC Strategic Plan, 1/16/13
- Bronson Emergency Preparedness, 2/20/13
- Bronson Health Foundation , 3/20/13
- Methamphetamine; Community Impact and Hospital Response, 4/17/13
- Bronson Cardiac/Vascular Services (TAVR) and "Daily check-In", (5/15/13)
- "Super Bugs" and "Gemba Walk" (6/18/13)
- Organ Donation; Gift of Life Michigan (7/17/13)
- Pediatric Music and Art therapy (8/21/13)
- Patient Education-Library and HealthAnswers (9/18/13)
- Bronson Medical Practices (10/16/13)
- Community health Catalyst Assessment and Strategic Plan (11/20/13)

Committees (Patient and Family Representation-13)

- Patient Grievance Committee – Tom Cleveland
- Exceptional Customer Experience SSC -Kerry Seaver-Block
- Clinical Distinction SSC- Kathy Howland
- Patient Education Council – Brian Menlen and Sue Binning
- Patient Safety Committee - Belinda Bullard
- Ethics Committee - Margaret Merrion and Lynn Chio
- Palliative Care Committee - Karrie Kloosterman
- PFCC Strategic Planning Team - Kathy Howland
- Medication Safety Committee - Belinda Bullard, Tom Cleveland
- Preventing Workplace Violence Team- Kathy Bramwell
- Transitions in Care Committee- Patti Vesey and Tom Cleveland
- Medicare Bundled Payment Steering- Lorrie Barber
- Nursing Shared Governance/Divisional Nursing Council- Kathy Howland

Bronson Battle Creek PFCC Steering Committee meetings were coordinated monthly at Bronson Battle Creek, and activities to invite and use patient and family input for the Cancer Care Center and BBC Birthplace were coordinated during 2013. 6 volunteers have applied to be considered for the new Patient and Family Advisory Council at BBC, 2014.

PFAC members are asked to 'Tell their Story'; each month a member shares his or her healthcare experience story. The Education Advisory Team of the PFAC has developed a template to guide the storyteller in organizing the presentation. During the year we have had the benefit of hearing the stories from ten patient/family advisors.

Western Michigan University Medical School invited Bronson patient & family advisors to train and participate in the MMI Interview process for the medical school applicants. Four members and the PFCC manager have completed the training and are proud to be able to participate in the selection process. The PFCC manager was also able to assist WMED hire 3 past or current patient & family advisors to work on a contract basis to assist WMED staff in conducting pre-screening assessments of candidates. We look forward to 2014 and our continued partnership with WMED during this exciting start-up of the medical school.

Patient and Family Advisory Council

Metric	2011 Year-end	2012 Year-end	2013 Year-end
Patient and family advisors serving on organizational committees	14	17	13
Patient and family advisor monthly meeting hours	913 hrs.	1,109 hrs.	938 hrs.
Patient and family advisor activity hours (does not include monthly PFAC meetings)	1,039 hrs.	1,070 hrs.	1,225 hrs.
Total number of hours served by patient and family advisors	1,952 hrs.	2,179 hrs.	2,163 hrs.
PFAC 'engagement' (% attending meetings)	85%	87%	88%

Submitted by Marilyn Potgiesser, R.N. PFCC Manager
Patient & Family Centered Care