

 **BRONSON**
Patient and Family Advisory Council
2017 Year End Report
December 20, 2017

2017 has been an active time for the PFAC's, and the activities and initiatives supporting Patient and Family Centered Care at Bronson.

PFAC Membership (community volunteers)

The Patient and Family Advisory Councils currently have:

- Twenty Nine (29) patient & family advisors (Kalamazoo)
- One (1) open patient/family positions (Kalamazoo)
- Thirteen (13) patient & family advisors (Battle Creek)
- Two (2) open patient/family positions (Battle Creek)
- Twenty Five (25) patient and family advisors (BMG Practice Council, Kalamazoo)
- Five (5) patient and family advisors (BMG Practice Council, Battle Creek)
- We continue to recruit patient advisors to represent 12 physician practice councils

PFAC Membership (Staff and leaders)

- Twelve (12) staff/leaders (Kalamazoo PFAC)
- Six (6) staff/leaders (Battle Creek PFAC)
- Eighteen (18) staff/leaders (BMG Practice Council, Kalamazoo)
- Eight (8) staff/leaders (BMG Practice Council, Battle Creek)

Since January 1, 2017, we have:

- Accepted eight (8) new members/patient/family (Kalamazoo; of 8 we have 5 new members representing diverse patient populations)
- Six (6) new staff members (Kalamazoo)
- Accepted three (3) new members/ patient/family (Battle Creek)
- Accepted three (3) new staff/leaders (Battle Creek)
- Accepted thirty (30) patient advisors for the BMG Practice Councils
- Accepted twenty six (26) staff/leaders for the BMG Practice Councils

Participation/engagement measure was; (attendance at required meetings)

88% Kalamazoo PFAC

83% Battle Creek PFAC

The Membership Advisory Teams, in conjunction with the PFCC Manager, are actively recruiting and participating in interview and selection decisions of all the councils. Both are very engaged and energized groups representing a broad range of experiences, age, gender, ethnicity/race, and disability status.

PFAC/PFCC Activities and Input

- Member participation in orientation of new PFAC staff (Kalamazoo council-1/17)
- Members participate as "partner presenters" with PFCC Manager at System New Employee Orientation PFCC segment q.o. week Jan.-December
- Member participation at MHA Patient & Family Engagement Advisory Council
- Member participation at "L2 Huddle Boards" monthly (Kalamazoo; March-December)
- Member participation in interviews for new advisors (January-December)

- Participation of Bronson advisors in the Structured Med School Candidate interviews for the Western Michigan University Medical School (6 sessions)
- Members rounding total of 48 hours at the bedside on 4 units at BBC to audit communication boards and survey patients about patient experience (1/5/17–10/5/17)
- Member participation in input for the new communication boards, Antepartum Unit, (BMH) and Emergency Department (BBC)
- Members input "Preventing Workplace Violence Posters" for physician practice offices ((2/15/17)and BBC (2/2/17)
- Member input for the planning of the new family medicine physician practice (Battle Creek)
- Members input for renovation of the BBC Outpatient Center lobby
- Members input for the planning of the new Outpatient Surgery Center (Kalamazoo)
- Members Monica King and Tom Wortman complete NICU Communication research study and report findings to unit and PFAC teams
- Members input how to recruit diverse community members for PFAC (Jan. - Dec.)
- Member participation at the MHA Patient Safety and Quality Conference, (3/7-3/8/17)
- Members participation in "Caring Cart" and bereavement services (Jan.-June)
- Members participation in review of Advance Directive on line education
- Members review and input for PFAC education segments (Kalamazoo and BBC)
- EAT (Education Advisory Team Kalamazoo) members reviewed and provided input about family and visitor guidelines and information for the MICU, scripting for patients reporting an allergy to antibiotics, a letter to patients scheduled for urodynamic testing at the Urology practice, and "For Your Safety" notice to prevent workplace violence in the physician practice settings.
- W-CAT (Women's/Children's Advisory Team Kalamazoo) Expanded service to include women's areas, seeking input from Antepartum Unit, members review and input provided on NicView cameras, coordination of donation from Kiwanis Club for Peds art and music therapy, input bedside handover report, NICU and planning for Peds/PICU handover report pilot
- Member input " Plan of Care- Goal for the Day" (April, Kalamazoo and BBC)
- Member participation and recognition of Mark Janke (Kalamazoo) and Judy Brown (Battle Creek) Hospital Week, Presidents Team Awards
- Member input " Preventing Patient Falls" (May, Kalamazoo and BBC)
- Mark Janke (Kalamazoo PFAC Immediate past chair) participation on MHA Keystone Board of Directors
- Members participation presentation for Kiwanis Club Kalamazoo (5/31/17)
- Members participation in the Evidence Driven Improvement staff training video (July, Kalamazoo and Battle Creek)
- Members input on preventing falls in the bathroom setting
- Members input on door magnets for Interpreter Services
- Member input for new questions to Press Ganey Patient satisfaction surveys (Nov.)
- Member patient rounds at BMH on NVU and EMCU (8 hours) for "quietness at night"
- Planning and implementation of two new patient family advisory councils for the BMG Practices, to meet the CPC+ requirements, (Kalamazoo 10/18/17 and Battle Creek 11/9/17)
- 2 members attendance at the IHI Conference, Orlando FL, (Dec.)

PFAC Education Segments

- "Gift of Life", Battle Creek (1/5/17)
- "Bronson Plan for Excellence", Kalamazoo (1/18/17)
- "Language and Interpreter Services", Battle Creek (2/2/17)
- "Language and Interpreter Services", Kalamazoo (2/15/17)

- "Bronson Plan for Excellence", Battle Creek (3/2/17)
- "Bronson Management system", Kalamazoo (3/15/17)
- "Bronson Management System", Battle Creek (4/6/17)
- "Nurse Navigator Services", Kalamazoo (4/19/17)
- "Nurse Navigator Services", Battle Creek (5/4/17)
- "Preventing Workplace Violence", Kalamazoo(5/17/17)
- "Preventing Workplace Violence", Battle Creek (6/1/17)
- "Case Management and Medical Social Work", Kalamazoo (6/21/17)
- "Child Life Services", Kalamazoo (7/19/17)
- "Case Management/Social Work Services", Battle Creek (7/6/17)
- "Lab Services", Kalamazoo (8/16/17)
- "Lab Services", Battle Creek (8/3/17)
- "Behavioral Health Services" Kalamazoo (9/20/17)
- "Your Family Health History", Battle Creek (9/7/17)
- "Your Family Health History", Kalamazoo (10/18/17)
- "BBC Campus Update", Battle Creek (10/5/17)
- "West Michigan AirCare", Kalamazoo (11/15/17)
- "Ortho Service Line, BBC" Battle Creek (11/2/17)

Committees and Teams (14)

- Patient Grievance Committee (Kalamazoo)- Kathy Bramwell
- Nursing Shared Governance Council (Kalamazoo)- Kathy Howland, Monica King
- Patient Education Council (System) -Sue Binning, Brian Menlen
- Patient Safety Committee (Kalamazoo)- Mark Janke, Allison Myers
- Ethics Committee (Kalamazoo)- Jennifer Strebs, Patti Vesey
- Wayfinding Committee (Kalamazoo)- Thomas Wortman
- PFCC Strategic Planning Team (System) - Mark Janke
- Quality Oversight Committee BOD (System) - Kathy Howland, Monica King
- Facility Rounds Team (BMH)- John Vesey
- MHA Patient& Family Engagement Council- Mark Janke, Jennifer Strebs and Barb Marquette
- System Clinical Quality Steering (Kalamazoo)- Chris Thomas, Barb Marquette
- Preventing Workplace Violence (Kalamazoo) - Jennifer Strebs, John Vesey, Lorrie Barber
- MHA Keystone BOD- Mark Janke
- HCHAPS Patient Experience Committee (BBC) Barbara Marquette

PFAC members are asked to 'Tell their Story'; each month a member shares his or her healthcare experience story. In the first half of 2017 we have had the benefit of hearing the stories from 20 patient/family advisors from both councils.

Patient and Family Advisory Councils

Metric	2015 Year end	2016 Year end	2017 Year end
Patient and family advisors serving on organizational committees	14	16	14
Patient and family advisor monthly meeting hours	1,269 hrs.	906 hrs.	1,227 hrs.
Patient and family advisor activity hours (does not include monthly PFAC meetings)	1,094 hrs.	1,252 hrs.	962 hrs.
Total number of hours served by patient and family advisors	2,363 hrs.	2,158 hrs.	2,189 hrs.
PFAC 'engagement' (% attending meetings)	91%	85%	86%

Submitted by Marilyn Potgiesser, R.N., System Manager, PFCC