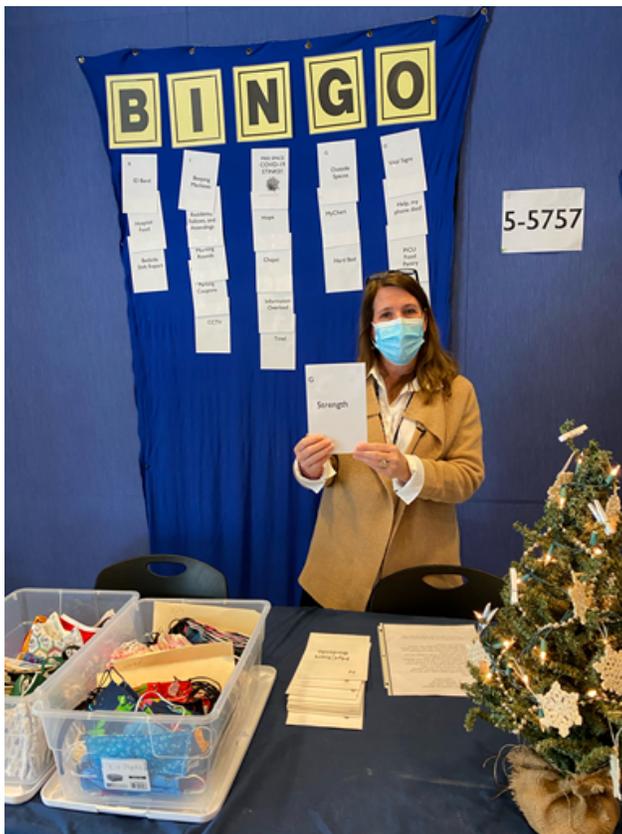
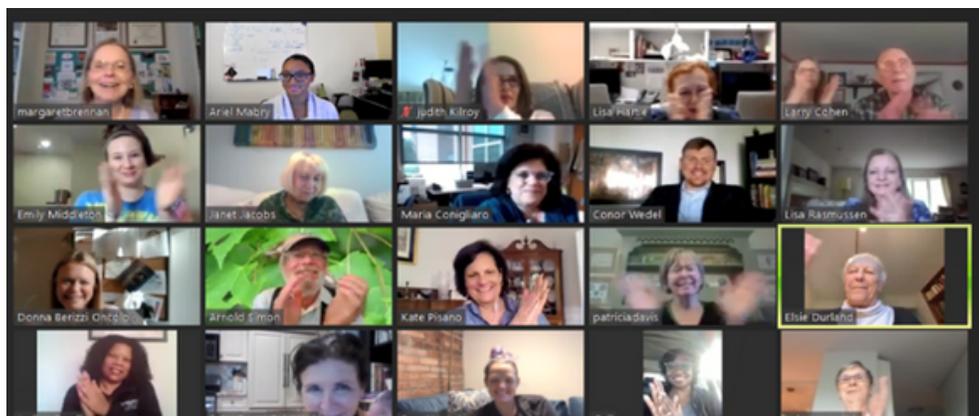


PATIENT AND FAMILY ADVISORY COUNCILS 2022 ANNUAL REPORT

The Pediatric Council continued to engage family members by hosting the weekly Parent Bingo Program



Recognizing the importance of Diversity & Inclusion, the Teen & Children's Council provided buttons and lapel pins for JHCC staff



Patient and Family Advisory Councils continued to meet throughout the COVID-19 pandemic, accomplishing goals via Zoom

ABOUT PATIENT AND FAMILY ADVISORY COUNCILS

The Patient and Family Advisory Councils (PFACs) are dedicated to the improvement of quality in patient and family centered care at The Johns Hopkins Hospital. The Advisory Councils are comprised of past and present patients, family members, community members/leaders, and Johns Hopkins staff members.

Patients and their families are often the most knowledgeable members of the care team, and can offer unique perspectives and valuable feedback regarding the care they receive. Patient advisors represent the views of a diverse patient population, with members providing insight from a wide variety of perspectives including: gender, age, income, geographic location, personal inpatient and/or outpatient experience, etc.

Johns Hopkins staff advisors provide insight from their varying staff perspectives and medical disciplines. Staff membership includes physicians, nurses, safety and service specialists and managers.

This shared relationship enables the Advisory Council, which meets on a monthly basis, to:

- Identify patient and family needs and concerns
- Provide feedback on current and proposed policies, procedures, and systems
- Generate new ideas to improve care delivery and processes
- Act as catalysts and advocates to integrate patient-centered care across the institution



Who are we?

The seven Patient and Family Advisory Councils were comprised of **218 members in FY22:** 141 Volunteers and 77 Staff members.



Where do we serve?

PFAC members serve on committees throughout the institution, such as:

- JHH Board of Trustees Patient Safety & Quality Committee
- Children's Center Nursing Quality and Safety Committee
- School of Nursing Nurse Residency Program Education
- Medical Ethics Committee and Consultation Service
- JHM Clinical Community
- Patient and Family- Centered Design Team
- Surgical Quality Improvement Committees
- Patient Experience Committees

Patient and Family Advisory Councils

FY 2022 Report



JOHNS HOPKINS
M E D I C I N E

**THE JOHNS HOPKINS
HOSPITAL**

| Adult PFAC | |
|---------------------------------|---|
| Council Responsibilities | The Patient & Family Advisory Council advocates on behalf of patients and families of the Johns Hopkins Hospital for the provision of the highest quality of patient- and family-centered care. The Council infuses the perspectives of patients and families into every aspect of the Hospital so that all patients receive optimum patient-centered care. |
| Council Membership | Membership consists of 45 total members: 20 patient and family advisors, 25 staff members. Recruitment efforts continue to increase membership and diversity. |
| Council Meetings | Council meets monthly on the first Wednesday of the month. |

| Adult PFAC FY 2022 Accomplishments | |
|------------------------------------|--|
| Domain | Activities |
| Committee Involvement | <ul style="list-style-type: none"> • Representation on the following Johns Hopkins Hospital committees/workgroups: <ul style="list-style-type: none"> ○ Antimicrobial Stewardship Committee ○ Board of Trustees Patient and Safety and Quality Improvement Committee ○ CAUTI Committee ○ Hospital Epidemiology & Infection Control Committee ○ Medical Ethics Committee and Consultation Service ○ Neurosciences Department Quality Improvement Committee ○ Patient- and Family-Centered Design Team ○ Patient-Centered ED Palliative Care Research Project Subcommittee ○ Patient Safety Committee ○ Physician Advisory Board ○ Revenue Cycle Billing ○ Service Quality Improvement Committee ○ Surgical Quality Improvement Committee ○ Telemedicine Equity Working Group ○ Telemedicine Experience Group (TEG) ○ Visitor Welcoming System ○ Workplace Violence Committee • Representation on the following Johns Hopkins Medicine committees/workgroups: <ul style="list-style-type: none"> ○ PFCC Clinical Community ○ JHHS Opioid Stewardship Clinical Community ○ Marketing Web Content Advisory Group ○ Medication Management Clinical Community ○ Patient and Family Education Committee |

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| <p>Community Participation/Engagement</p> | <ul style="list-style-type: none"> • Participated in the Annual Proactive Risk Assessment by submitting several proposals for consideration by the Proactive Risk Assessment Team. • Continued the Adult PFAC Recruitment Committee to help identify new volunteer members and spread awareness about PFAC to hospital staff and the community <ul style="list-style-type: none"> ○ Created a PFAC Partner program - connecting newer members to a current member for questions, connections, private conversations before/after meetings ○ PFAC featured in the Marketing Patient E-Newsletter ○ PFAC featured in Deb’s Digest • Recruited 4 new members onto the Council. • During the April 2022 National Prescription Drug Takeback Day, a member helped direct patients towards the appropriate area to dispose of their medications. • In 2021, the PFAC worked with the JHU/JHM VP for Public Safety search team to outline ideal skills, attributes, etc. for the chosen new hire. In October 2021, the Council welcomed Dr. Branville Bard, JR and conducted a workgroup session on what contributes to our feelings of safety and good campus security. |
| <p>Complementary Therapies</p> | <ul style="list-style-type: none"> • Continued to expand the Arts-in-Health program: <ul style="list-style-type: none"> ○ PFAC member participated in a Peabody Musician training session ○ Added a new program: Music for A While, bringing performances to 3 lobby spaces throughout the hospital (Weinberg, JHOC, Zayed bridge) • Provided feedback on the Emergency Department Wait Time Project and recommendations for the types of text updates patients/families want. |
| <p>COVID-19 Related Participation</p> | <ul style="list-style-type: none"> • Referring to the last year of their appointment experience, members helped to update guidelines for yellow and green care partner visitation. • PFAC members volunteered to join a JHM Marketing Web Content Advisory group to review COVID-19 related content and material for JHM websites for compassionate language and understandability. • Continued the PFAC COVID-19 Newsletter that shares important and updated information with all JHM PFAC members. It includes websites and resources, open committees and current projects, webinars and articles from national PFCC organizations, etc. |

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| <p>Healing Environments</p> | <ul style="list-style-type: none"> • Provided feedback on the Visitor Welcoming System that will be installed at hospital entrances; PFAC member participated in the New York Presbyterian site visit • PFAC member participated in a project to provide family portraits by the bedside of Zayed 12W Neurosciences patients. • Collaborated with Chaplaincy to identify ways to make their services better known to the public. • Submitted a PFAC section for the Johns Hopkins Medicine history book, Leading the Way. Publish date is scheduled for late 2022. |
| <p>Patient-Centered Communication</p> | <ul style="list-style-type: none"> • Provided feedback on two Medical Ethics documents (ECMO and Medically Ineffective Treatment) that will be used for patients and families. • Members participated in a Johns Hopkins Outpatient Center New Patient Video which provides a virtual walk-through of the JHOC building prior to the patient’s appointment. • Provided feedback on the Nelson 3 Elopement Mode pilot program before it launched and expanded to other units. • Reviewed and provided feedback on the Chaplaincy Adult Patient Bereavement letter that is sent to families of deceased patients. • Collaborated with JH Revenue Cycle operations to improve the MyChart paperless billing and make the estimated payment letters patient-friendly; PFAC member joined the subcommittee. • Participated in the Virtual Advisors Demographic Survey by testing the survey and providing feedback before it launched to the larger JHM population. • Revised Sibley’s Inpatient and Visitor Expectation Guidelines to fit the JHH campus. PFAC feedback has been compiled into the final product. |
| <p>Patient Education</p> | <ul style="list-style-type: none"> • Continued to provide PFCC education training sessions to: <ul style="list-style-type: none"> ○ First year medical students ○ The Nursing Residency program students ○ CCSC/CCSR/UA new employee training • Participated in the December Medication Management at Transitions and Clinical Handoffs (MedMATCH) survey. Additionally, held a discussion with project lead and provided feedback on admission med. reconciliation process. |
| <p>Research</p> | <ul style="list-style-type: none"> • PFAC member participated on the technical expert panel for “Developing a Patient-Reported Outcome Measure (PROM) for Diagnostic Excellence.” |

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| | <ul style="list-style-type: none"> • Research Participant Perception Survey (RPPS) Stakeholder Committee Empowering the Participant Voice: PFAC member reviewed and provided feedback on a survey used to evaluate the experience of Johns Hopkins research participants. |
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| Adult PFAC FY 2023 Goals | |
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| | <ul style="list-style-type: none"> • PFAC recruitment: <ul style="list-style-type: none"> ○ Continue to recruit new volunteer members to the PFAC, with an attention to under-represented populations. ○ Continue to increase the percentage of PFAC members on hospitals committees and workgroups. ○ Identify avenues to educate staff about PFAC to encourage them to partner with us to identify new members. • Improve patient and family engagement: <ul style="list-style-type: none"> ○ Continue to hold Patient and Family Cafés as a way of engaging the patient community. ○ Collaborate with community/faith-based organizations. • Provide PFAC input on at least 10 initiatives/projects that are brought to the council as a way to increase knowledge and value of PFAC. • COVID-19: <ul style="list-style-type: none"> ○ Many PFCC practices shifted for safety reasons. In partnership with hospital leadership, PFAC can continue to identify what worked well and did not work well, what best practices need to be restored, and how we should plan for the future. |

| Pediatric PFAC | |
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| Council Responsibilities | The Pediatric FAC believes in its mission: Promoting a culture of patient and family centered care at JHCC. The Council provides resources and guidance to strengthen collaboration, communication, and mutual respect between the healthcare team, patients and families to achieve the highest quality outcomes and care possible. |
| Council Membership | An interdisciplinary, diverse council consisting of families and staff. Over 50 council members; 30 of which are family advisors. Family advisors represent experiences from inpatient, outpatient, ambulatory and specialty clinics. Staff advisors include representation from leadership within the Children’s Center, frontline staff and 2 Medical Students. Three new members were recruited. |
| Council Meetings | Council meetings are held on the third Wednesday of each month, with the exception of August and December. The March meeting is just for Parent Advisors. |

| Pediatric PFAC FY 2022 Accomplishments | |
|---|---|
| Domain | Activities |
| Committee Involvement | <ul style="list-style-type: none"> • The following Volunteer Opportunities were fulfilled: <ul style="list-style-type: none"> ○ Ambulatory Quality & Safety ○ Board of Trustees Quality & Safety ○ Centralized Visitation Policy across JHM ○ Visitor Management System Review Group ○ Peri-Op Patient Experience Projects ○ Visitation Stakeholders Meeting • 14 Parent Advisors on 49 different hospital committees, a increase of 6 committees this year |
| Community Participation/Engagement | <ul style="list-style-type: none"> • Recruited 3 new FAC advisors. • Participated in the annual Proactive Risk Assessment. • Provided DEI buttons and lapel pins for staff of JHCC • Consulted on another Harriet Lane Patient Café • Partnered with Development to help secure funds to alleviate the parking expense for newly diagnosed oncology families. • PFCC Grand Rounds Panel on Diversity & Inclusion from the Patient and Family Perspective |
| Complementary Therapies | <ul style="list-style-type: none"> • Continued support of Parents Supporting Parents Program in Pediatric Cardiology, Oncology and the CDH. • Continued the Family Support Program by distributing weekly individually packaged lunches to families on the units, serving nearly 3,000 parents. • Continued hosting of weekly Parent Bingo Program on CCTV. • Launching a Weekly Zoom Parent Support group in partnership with social work. • Partnered with Child Life to provide special Mother's and Father's Day treat bags for all inpatient units. |

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| <p>COVID-19 Related Participation</p> | <ul style="list-style-type: none"> • Continue providing Leadership with insight and guidance on messaging related to COVID-19 regarding the closing and re-opening of visitation. • Created COVID-19 Comfort bags for parents who had to isolate with their child. • Continued participation in Family Centered Rounds Simulation training for rising senior residents and interns; providing input on implementation of I-PASS Family Centered Rounds during COVID. • Continued management of a Facebook page for Child Life/PFCC. Target audience is inpatient parents, so they know what is happening on CCTV and around the hospital with the constant COVID-19 changes. • Continued management of a closed Facebook Group for Parent Advisors to be able to give quick real time feedback on hospital issues. |
| <p>Food and Nutrition</p> | <ul style="list-style-type: none"> • Promoting resilience and reducing stress by: <ul style="list-style-type: none"> ○ Provided \$2,000 in meal cards to Peds ED for families who had to board. ○ Continued Family Meal Program. Weekly meals are provided to all units for families, serving nearly 3,000 families. ○ Secured private funding to have Dome gift cards given to all pediatric patients and their families on Thanksgiving and Christmas so they could buy a holiday meal. ○ Provided special Valentine’s Day breakfast for families. ○ Food Pantry in PICU, Oncology, Library for families serving over 2,210 families this year. ○ Coordination of Justin Powers Kids meals to Oncology families 2 x/month. |
| <p>Healing Environments</p> | <ul style="list-style-type: none"> • Hired an Artist in Residence, 8 hours per week, to round on families in their rooms. Since hired in Jan of 2021 she has seen over 350 parents and patients, bringing a creative outlet to them during the pandemic. • Participated in Radiothon Innovation Grant selection. • Granted \$2,000 to Psych unit to improve their Psych Treatment room. • Conducted a Planetree Gap Analysis and created an action plan to develop PFCC Rounding Pilot. • Conducted a Parent Sleep Surface Audit, alerting Leadership to a high percent of beds needing replacement. |

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| <p>Patient-Centered Communication</p> | <ul style="list-style-type: none"> • Partnered with Leadership to create and present the business plan for a complex care team for our medically complex patients. • Launched a Discharge Checklist for patients and families. Translated it into Arabic and Spanish. Have seen an increase in our patient experience scores since use began. • Involved in the creation of the visitation grid and gave feedback and led discussion with Children’s Center Leadership on every change. Created patient materials explaining the changes. • Created a handout for parents preparing for surgery during COVID-19. • Standardized the admission folder contents that every parent is to receive upon admission. Responsible for maintaining and updating these documents. |
| <p>Patient Education</p> | <ul style="list-style-type: none"> • 11 Parent advisors in 18 staff education trainings across JHH • Such educational venues include: <ul style="list-style-type: none"> ○ Core 2 Adult and Pediatric Nursing ○ Pediatric Intern Orientation ○ CCSC/CCSR/UA new employee training ○ Sub-Intern didactics ○ PFCC Grand Round Panel |
| <p>Research</p> | <ul style="list-style-type: none"> • PFAC member continues to work on for the Music in Pain PCORI Project. |

| <p style="text-align: center;">Pediatric Standing Goals & Initiatives</p> | |
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| <p>Parent Presence on Hospital Committees</p> | <ul style="list-style-type: none"> ○ Currently 14 advisors on 49 hospital committees |
| <p>Diversity in Recruiting FAC Members</p> | <ul style="list-style-type: none"> ○ Added 3 new parent advisors |
| <p>Family Centered Rounds (FCR)</p> | <ul style="list-style-type: none"> ○ Parent advisor conducts monthly audit of FCR ○ Parent advisor involved in I-PASS FCR training and implementation |
| <p>Continued involvement with HR and HR initiatives/practices</p> | |

| <p style="text-align: center;">Pediatric PFAC FY 2023 Goals</p> | |
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| <ul style="list-style-type: none"> • Explore ways to make JHCC more accessible to those we currently serve and to the surrounding community. | |
| <ul style="list-style-type: none"> • Due to COVID-19, many processes related to PFCC changed for safety reasons—Identify ways to restore PFCC processes, examine what changed, what we should keep and what we can expand on. | |
| <ul style="list-style-type: none"> • Use Parent Advisors to create more resources for both staff and families that could benefit from their insight and expertise. This can be done through written materials, video creation, and increased participation in educational sessions, panels, and support groups. | |

| Teen & Children's Council | |
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| Council Responsibilities | The Teen and Children's Council provides a way for adolescents who receive care at Johns Hopkins Children's Center to provide insight and feedback on their hospital experiences. This provides an opportunity for the healthcare team to listen to their perspectives and incorporate this into the care that the Johns Hopkins Children's Center provides. The Teen and Children's Council also strives to give back to patients of the Children's Center through fundraising and hosting special events, such as Prom. |
| Council Membership | Membership consists of 30 members: 21 teen volunteers between the ages of 12 and 21; 9 staff members. |
| Council Meetings | Council meets monthly on the second Tuesday of every month. |

| Teen & Children's Council FY 2022 Accomplishments | |
|---|--|
| Domain | Activities |
| Committee Involvement | <ul style="list-style-type: none"> A teen joined the SOGI group and participates in monthly meetings. |
| Community Participation/Engagement Complementary Therapies | <ul style="list-style-type: none"> Planned and hosted a virtual Baltimore Boogie Mini Dance marathon as part of the 30-Day Miracle Movement. The money raised supported the following initiatives: <ul style="list-style-type: none"> The Beads of Courage Program Healing Arts Program The Patient and Family Centered care gift fund, used to provide holiday and weekly meals for in-patient families. The Baltimore Boogie raised \$12,400 through crowd sourcing in 2021. |
| Healing Environments | <ul style="list-style-type: none"> Gave input on Teen Programming |
| Patient-Centered Communication | <ul style="list-style-type: none"> Provided feedback on: <ul style="list-style-type: none"> MyChart initiatives Sensitive Exams Project Protect Parent Presence on induction |
| Patient Education | <ul style="list-style-type: none"> We continue to share our stories when appropriate. Participated in Med Student Education. A teen member shared her story at the medical student white coat ceremony. Provided feedback on increasing technology in education for fellowship program. |

| Teen & Children's Council FY 2023 Goals |
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| <ul style="list-style-type: none"> Host an event for patients of the Children's Center in The Great Room once we are permitted back in the building. Continue to provide feedback |

- Continue hosting Baltimore Boogie or host one event for the Miracle Movement.
- Continue to host Prom for adolescent patients of the Children’s Center.

| Sidney Kimmel Cancer Center PFAC | |
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| Council Responsibilities | The Sidney Kimmel Comprehensive Cancer Center’s PFAC works to promote collaboration, communication and mutual respect among the healthcare team, patients and caregivers to support a culture of patient and family centered care. To promote safety, quality and best patient experience outcomes, the patient voice helps shape essential decisions regarding the patient experience from diagnosis through survivorship. With our SKCCC partners, we generate goals and prioritize initiatives for patient centered services and are patient advocates in the development of new oncology programs, services and policies. |
| Council Membership | Membership consists of 55 members: 37 patients and caregivers, 22 staff. |
| Council Meetings | The Council meets monthly on the first Thursday of the month eleven months of the year. |

| Sidney Kimmel Cancer Center Council FY 2022 Accomplishments | |
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| Domain | Activities |
| Committee Involvement | <ul style="list-style-type: none"> • Advisors are represented on the following JHM and SKCCC committees and workgroups: <ul style="list-style-type: none"> ○ JH Center for Health Equity-Community Advisory Board ○ JH University Center to Reduce Cancer Disparities-Community Advisory Board ○ JHH Surgical Quality Improvement Committee ○ JHM MedMATCH Health Literacy Committee ○ JHM Patient- and Family-Centered Care Clinical Community ○ Oncology Home Care Operations Committee ○ Radiation Oncology CUSP (comprehensive unit-based safety program) ○ Revenue Cycle Billing Committee ○ School of Nursing Patient Educator Presentations for Nurse Residency Program ○ SKCCC Cancer Committee ○ SKCCC Falls Committee ○ SKCCC PFAC Executive Committee ○ SKCCC Quality & Safety Improvement Committee |
| Community Participation/Engagement | <ul style="list-style-type: none"> • Recruiting efforts led to the onboarding of 8 new advisors. |

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| | <ul style="list-style-type: none"> Continued to broadcast the monthly PFAC agenda and meeting reminder on the weekly staff SKCCC event calendar to promote staff PFAC awareness. Annual State of the Center address by Dr. William Nelson, Director of SKCCC. Members filmed patient testimonial videos for the November 2021 Mobility-a-Thon. PFAC member participates in Day at the Market (Northeast Market & Lexington Market) by creating marketing materials. Educated Martha Jefferson Sentara Hospital on how the SKCCC PFAC operates and is successful. Sentara reached out to us because they plan to start an oncology PFAC. PFAC member participated as a patient speaker in the Clinical Excellence Awards. Created “Be Our Guest” for monthly PFAC meetings, inviting a new nurse who is unfamiliar with PFAC to our meeting as a way to increase awareness of who we are and what we do. |
| <p>Complementary Therapies</p> | <p>Continued to identify avenues to support SKCCC patients:</p> <ul style="list-style-type: none"> Peer-to-peer (P2P) mentoring program: <ul style="list-style-type: none"> Completed a review of P2P programs in peer institutions and JHM In collaboration with the JH Patient Privacy Office, developed a Buddy Authorization consent form As a way to promote access to the Living with Cancer Newsletter (LWCN), the PFAC created and as piloted a QR poster that directs to the subscription sign-up page. Partnered with Pediatrics to bring more uniform access to networking and support services for young adults with cancer being treated at SKCCC. |
| <p>Healing Environments</p> | <ul style="list-style-type: none"> Nominated the Kimmel leadership team that created the COVID-19 Comprehensive Program for Cancer Care for the Astra Zeneca (AZ)-Scientific American 2022 Catalyst for Care award. Partnered with SKCCC to reopen Viragh Skyline Café after prolonged post-COVID closure. The first phase is providing seating for outpatients to eat meals brought from home. In partnership with Pharmacy, began a discussion about FoodRX, creating a food-based pharmacy for patients in need. Provided patient perspective and planning guidance on the Inpatient Mobile Hospice Bed Initiative. Weinberg CCSC engaged with the Council to learn how their role can better support inpatients. |

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| | <ul style="list-style-type: none"> • Provided feedback on the Visitor Welcoming System that will be installed at hospital entrances; PFAC member participated in the subgroup. |
| <p>Patient-Centered Communication</p> | <ul style="list-style-type: none"> • 2 advisors are members of the Advance Directive workgroup to increase the number of SKCCC inpatients with an Advance Directive on file. • 3 PFAC members participated in interviews for a social determinants’ patient-facing app: Social Needs App for Oncology Patients. • Submitted a Proactive Risk Assessment proposal for Discharge Medication Management that led to the invitation to join the JHM MedMATCH workgroup in working to improve discharge medication accuracy and understandability. |
| <p>Patient Education</p> | <ul style="list-style-type: none"> • 3 members participated in the JHM MedMATCH workgroup to improve discharge medication accuracy and in its Health literacy subcommittee to ensure that patients understand discharge medication instructions. <ul style="list-style-type: none"> ○ The full SKCCC PFAC rated the final two software vendor choices for patient understandability. • 3 advisors in staff education trainings across JHH. Trainings include: <ul style="list-style-type: none"> ○ First year medical students ○ The Nursing Residency program students ○ CCSC/CCSR/UA new employee training • In collaboration with the Patient Education & Engagement team, created a standardized survey tool for patient review of patient education materials that can be used in Oncology and throughout JHM. • 3 PFAC members participated as beta testers for the Enhanced Recovery After Surgery Patient Education project. |
| <p>Research</p> | <ul style="list-style-type: none"> • Submitted a Jennifer L Brager Memorial Award proposal on Expressive Writing Intervention. • 4 PFAC members worked with oncology research fellows to write patient advocate letters for ASCO Young Investigator research awards. • Member participated in the 8-week leukemia-focused Providers Aligned in Care Transformation program, to improve care and coordination of leukemia services |

Sidney Kimmel Cancer Center Council FY 2023 Goals

- Bridge Building: continue to promote collaboration with SKCCC
 - Identify additional ways to connect with staff to build collaboration and raise awareness of our PFAC and our willingness to bring the patient voice into clinical practice.
- Psychosocial Support
 - Bring the patient voice to the fertility preservation conversation; think through the support services protocol through the lens of recent innovations.
 - Consider if there is a role for an Expressive Writing Intervention in AYA survivors
 - Create a process by which advisors can suggest helpful content and verify resources for the LWCN
- Mentoring and Education
 - Partner to start building an SKCCC P2P mentoring program.
 - Continue to participate in patient education advocacy and consultation

Ambulatory PFAC

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| Council Responsibilities | The primary focus of the Ambulatory PFAC is centered on the four components of an outpatient visit (pre-visit/scheduling, arrival/check-in, visit/treatment/check-out, post visit follow). The council's goal is to create an ideal patient experience at the Johns Hopkins Outpatient Center. |
| Council Membership | Membership consists of 15 members, which includes 8 Johns Hopkins staff and 7 patient volunteers. |
| Council Meetings | Council meets monthly on the third Thursday of the month. |

Ambulatory PFAC FY 2022 Accomplishments

| Domain | Activities |
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| Committee Involvement | <ul style="list-style-type: none"> • Representation on the following Johns Hopkins Hospital committees/workgroups: <ul style="list-style-type: none"> ○ Ambulatory Patient Experience Committee ○ JHH Adult PFAC ○ Ambulatory PFAC Executive Committee ○ JHH PFAC Collaborative |
| Community Participation/Engagement | <ul style="list-style-type: none"> • Participated in Johns Hopkins Drug Take Back Day • Advised Transplant, Dept of Medicine on care coordination • Successfully recruited 4 new PFAC Advisors |
| Healing Environments | <ul style="list-style-type: none"> • Advised on reducing or eliminating falls in JHOC • Participated in creation of What I Wish You Knew video • Advised on how technology might improve the clinical experience. • Advised on how a person might interact with their medical record to complete registration information prior to a medical encounter. |

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| <p>Patient-Centered Communication</p> | <ul style="list-style-type: none"> • Updated the 1987 Bylaws on Provider Communication • Advised on MyChart appointment scheduling • Set a communication standard for our providers/practices, develop parameters of communication for The Clinical Practice Association which is the governing body of clinicians. • Advised on 'open scheduling' in MyChart • Advised on the overview of MyChart new features |
| <p>Patient education</p> | <ul style="list-style-type: none"> • Advised on Johns Hopkins Drug Takeback Day signage/communication and locations of collection sites. • Advised on JHM Pre-registration process and how technology might improve the clinical experience. • Participated in creation of standards of care for the telemedicine visit. • Advised Office of Telemedicine on remote patient monitoring. • Advised Office of Telemedicine on eConsults • Advised on new JH Pharmacy Willow Ambulatory |

| <p>Ambulatory PFAC FY 2023 Goals</p> | |
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| <ul style="list-style-type: none"> • Recruit 2 new members with a focus on under-represented patient advisors • Create a new patient welcome video as a way to improve the new patient experience for patients, family members and visitors, 'A visit before the visit' • Navigation – patient perspective | |

| <p>Emergency PFAC</p> | |
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| <p>Council Responsibilities</p> | <p>The Johns Hopkins Emergency Department Patient, Family, [and Community] Advisory Council – in partnership with departmental leadership, clinicians, faculty, and staff – provides the voice of the patient/family member when making operational and day-to-day decisions. The PFAC aims to provide the highest quality of patient- and family-centered care to the visitors of our Emergency Department.</p> |
| <p>Council Membership</p> | <p>Membership consists of 23 people: 10 patient, family, or community members and 13 staff members</p> |
| <p>Council Meetings</p> | <p>Council meets monthly on the second Wednesday of the month.</p> |

| <p>Emergency PFAC FY 2022 Accomplishments</p> | |
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| <p>Domain</p> | <p>Activities</p> |
| <p>Committee Involvement</p> | <ul style="list-style-type: none"> • Representation on the following Johns Hopkins committees/workgroups: <ul style="list-style-type: none"> ○ Adult ED Patient Experience Committee |

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| | <ul style="list-style-type: none"> ○ EPIC Patient & Family Design Team ○ JHH Adult PFAC ○ JHH Ambulatory PFAC ○ JHM Patient and Family Education Council ○ Pharmacy Opioid Stewardship Clinical Community: Community Engagement and Public Policy Workgroup |
| Community Participation/Engagement | <ul style="list-style-type: none"> ● Onboarded 3 new PFAC members ● Increased staff awareness of PFAC by inviting a variety of different department representatives, some returning more than once: Researchers, Registrar staff, CCSCs. ● Provided feedback and helpful tips to the Bayview ED because they are interested in starting their own ED PFAC. |
| COVID-19 Related Participation | <ul style="list-style-type: none"> ● Provided suggestions for green care partner visitation guidelines. |
| Healing Environments | <ul style="list-style-type: none"> ● Developed ways to show appreciation for Adult ED staff. The Council co-sponsored the May 2022 Nurses Week Carnival event. ● Provided patient and family perspective on allowing observers in the trauma/critical care bay; made recommendations for signage. ● Restarted the ED waiting room volunteer program ● Provided feedback on the Visitor Welcoming System that will be installed at hospital entrances. |
| Patient-Centered Communication | <ul style="list-style-type: none"> ● PFAC feedback and suggestions led to the creation of the ED's Wait Time Project, which allows staff to text updates to patients/family members during their ED visit. ● Worked in collaboration with the Sr. Patient Experience Coach to design patient-facing signage for the ED redesign. ● Helped to design waiting room signage that was posted in different ED waiting spaces as a way to communicate what stage of the visit that you are in. ● Shared the patient perspective as it pertains to ED challenges: informing patients about wait times, updates triage process, outdoor areas, etc. |
| Research | <ul style="list-style-type: none"> ● In partnership with the Division of Research and Innovation: <ul style="list-style-type: none"> ○ Brainstormed strategies to contact ED research study participants for follow up visits ○ Provided ideas for participant compensation ● In partnership with the Emergency Medicine Research Team, provided ideas for ways to engage ED patients in free HIV & HCV testing/screening. |

| Emergency PFAC FY 2023 Goals | |
|-------------------------------------|--|
| | <ul style="list-style-type: none"> • Partner with ED Leadership to launch the patient/family-texting notification feature <ul style="list-style-type: none"> ○ Encourage CNAs by having a PFAC member share their story at meeting ○ Add at least 1 PFAC member to the taskforce that develops the FAQ webpage • Collaborate with the ED Sr. Patient Experience Coach for the Adult ED New Hire Orientation or another staff forum • Support ED research efforts • Continue to recruit new PFAC members |

| Fetal Therapy Medicine PFAC | |
|------------------------------------|---|
| Council Responsibilities | The Fetal Therapy Parent’s Council was started in January of 2020 in an effort to improve care and broaden the outreach of the Center for Fetal Therapy. The Council has adopted a 3-part focus: peer patient support, social media support, and fundraising/research support |
| Council Membership | Membership consists of 23 people: 15 patient and family members, 3 faculty members and 5 staff members including social work and development. |
| Council Meetings | This PFAC is on hiatus while restructuring. |