

2015 YEAR-END REPORT



**Patient and Family
Centered Care**

**Members of the 2015
Patient and Family
Centered Care
Steering Team**

**Pamela Bell, MDiv, BA
Director and Co-Chair,
PFCC**

**Charles Vannoy, DNP, RN,
MBA, NEA-BC
Assistant Vice President,
Hospital Operations/
Emergency Services and Co
-Chair, PFCC**

**Claudia Allocco
Nancy Barrett-Fajardo, RN
Suzanne Bryjak, RN
Sherry Campanelli, RN
Valerie Colangelo
Mary Collins, APN
Daniel Coss
Meryl Davis, RN
Peter Diestel
Susan Gehringer, RN
Bettyann Kempin, RN
Mary Kirchmeier, RN
Erica Krywicki
Ann Marie Leichman, RN
Michael Mutter
Deborah Panetta
Theresa Reis
Judith Rojo, RN
JoAnn Selser, RN
Mary Sudano, RN
Elizabeth Tortorella
MaryAnn Vecchiotti
Joseph Yallowitz, M.D.**

**From the Director
of
Patient and Family
Centered Care (PFCC)**



PFCC Matures and Impacts Quality

It has been very exciting to watch our PFCC culture take hold and grow over the last three years. In 2015, we really started to see how incorporating the key principles of Patient and Family Centered Care impacts quality. I hope that you will enjoy reading this year's Annual Report and share in the excitement of what we are doing at the Valley Health System to promote the best patient and family experience possible.

I am grateful for the team of people that have helped to create an environment of Patient and Family Centered Care, including Charles Vannoy, Co-Chair of the PFCC Steering Team, and all of our dedicated members. To our 100+ Patient and Family Advisors, I say a warm and heartfelt thank you! Thank you for your dedication. Thank you for your commitment. Thank you for pushing us and holding us accountable to partner with you in ways that create a better patient and family experience. Thank you for taking the risk of sharing your experiences with us in an effort to help us understand ways we need to improve. You have been faithful partners along this journey, and I look forward to another promising year of delving deeper into the patient/family experience and making a difference in our patient's and family's lives!

If after reading this report, you are inspired to join us. please contact me directly at 201-447-8650 or at revbell@valleyhealth.com.

All the best!

A handwritten signature in black ink that reads "Pamela S. Bell". The signature is written in a cursive, flowing style.

Pamela S. Bell, Director, PFCC

PFCC Matures and Impacts Quality

As PFCC matures throughout the health system, we are seeing trends that reflect ways in which the core values of Patient and Family Centered Care trickle down to the culture and overall environment.

During 2015, we changed our “visitation” policy to a “welcome” policy, which allows for family members to stay overnight with their loved one if that is the patient’s wish. Patients and families reacted positively to this change with an average of 80 overnight guests per month. Research has shown family involvement improves patient outcomes and the overall patient/family experience. In fact, this was our finding as well. We saw a 10 percent improvement in the rating of “Staff attitudes towards guests” when compared with last year. Overnight family incidents dropped to nearly zero since the new policy was rolled out. Additionally, we saw a decline in workplace violence in 2015 by 69 percent. These statistics point to the impact of communicating openly and transparently with patients, families and staff.

Likewise, we have seen a significant decline in the number of patient/family complaints relating to the quality of care provided. The Valley Hospital is one of only three hospitals in NJ – and the only one in northern NJ – to receive a four-star rating for providing an excellent patient experience. The star ratings were included in the latest release of the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey, published by the Centers for Medicare and Medicaid Services (CMS). The four-star rating – the highest accorded to any NJ hospital – places Valley among the top 5 percent in the state.

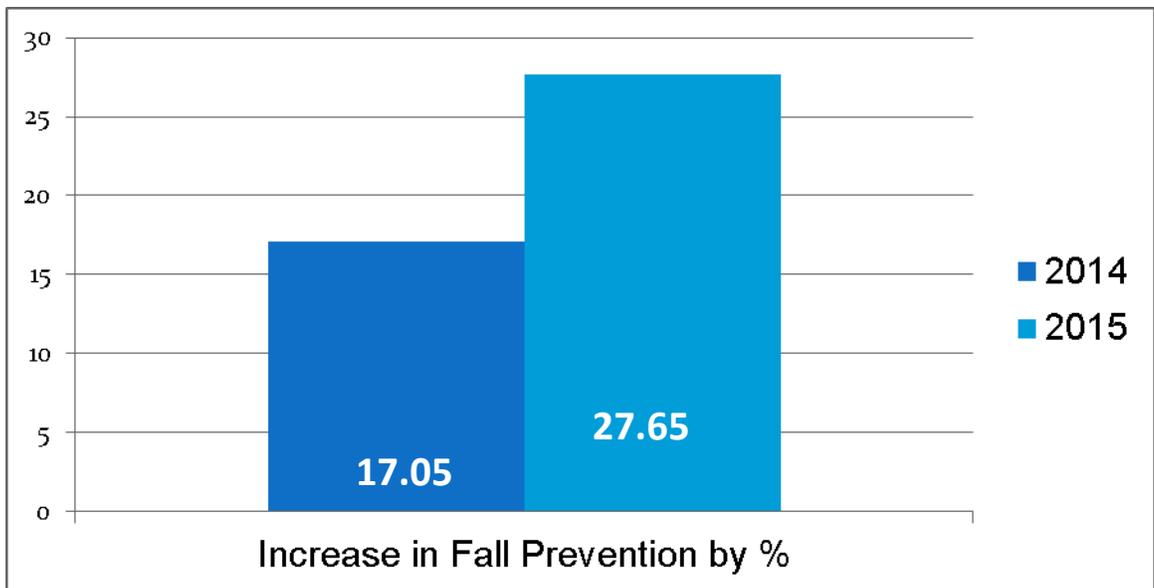
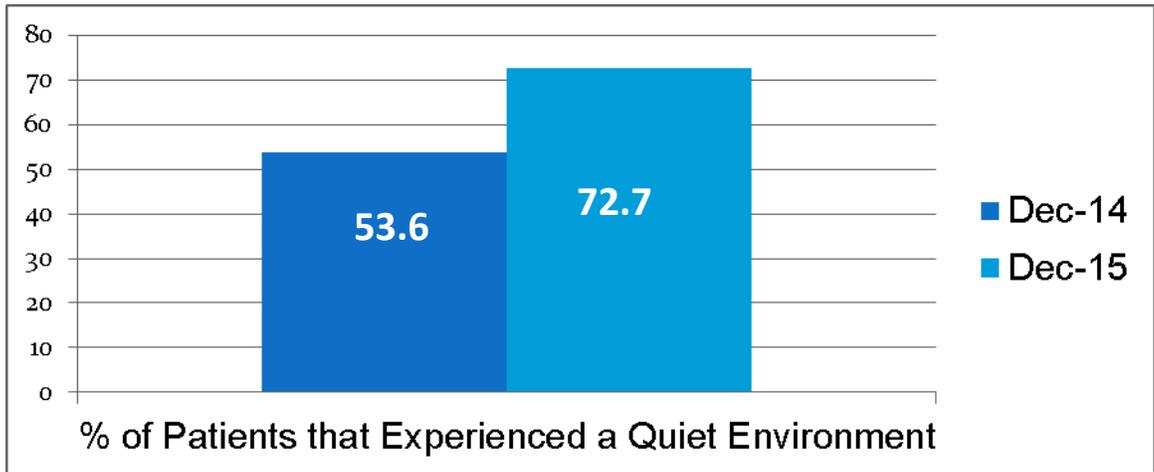
During 2015, our advisors were involved in many projects. We have spent a great deal of time educating staff on the importance of communicating with patients and families in ways they understand and conducting bedside shift report. We tied for first place in the state for RN Communication! Also of note, our advisors were heavily involved in two projects that directly impact patient safety and quality - Patient Falls and Quietness of the Environment. Noted on the following page are statistics that demonstrate the benefit of involving patient and family advisors in safety and quality measures and including them in action plans to better meet patient and family needs.

*PFCC Co-Chairs
Charles Vannoy
and Pam Bell*



The following pages include metrics that demonstrate the impact of the work.

2015 Measures of Success



For a quick summary of our many achievements throughout the year, please take a look at our 2015 Dashboard on the following page.

Measures of Success Dashboard



REPORTING PERIOD 2015

PFCC Goals

Establish effective Patient and Family Advisory Councils in the System

Initiate New Welcome Policy inviting families to stay with patients 24/7

Review patient/family education materials and incorporate the PFAC Seal of Approval

Major Accomplishments this Period

Created Cardiac Surgery, Breast Services and Surgical PFACs for a total of 7 PFACs & 100+ advisors involved in over 60 projects.

Average of 80 monthly overnight guests with enough sleeper recliners to accommodate. Overnight incidents decreased by nearly 100%.

Over 40 documents were reviewed, incorporating the seal on 30+ brochures.

Staff & PFAC Engagement in PFCC

Number of Staff attending PFCC training sessions **477**

Hours contributed by PFAC advisors **3,855**

Tied for first place in the state for Nursing Communication.

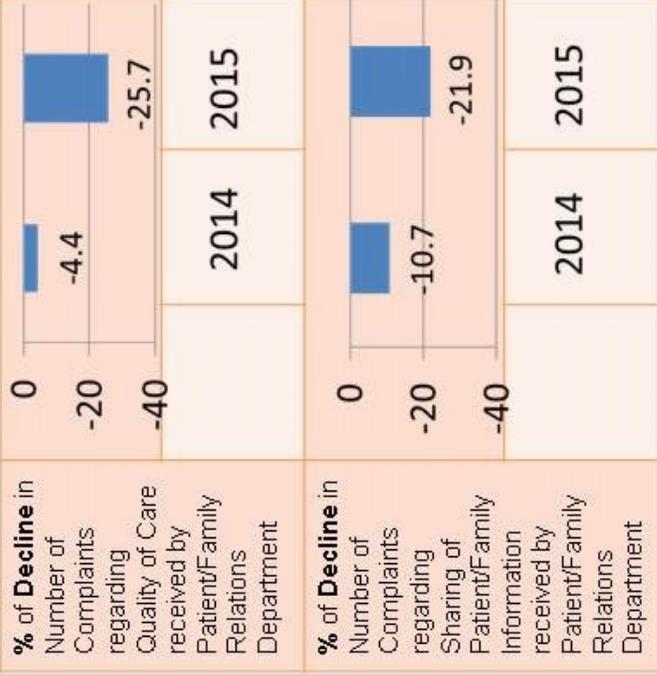
Recent release of Press Ganey/HCAHPS data for patients discharged in 2015 reflects the influence of many PFCC initiatives.

Staff attitude towards visitors/guests (Press Ganey) 50

Communication about medications (HCAHPS) 44

Tell you what new medication was for (HCAHPS) 45

PFCC Impacts Quality



Additional accomplishments during the year include:

- Developed Surgical, Breast Services and Cardiac Surgery PFACs bringing the total number of PFACs up to seven
- Implemented the new Welcome Policy incorporating families as Partners in Care
- Developed a *Cancer Creates* Newsletter
- Held our second System PFCC Annual Meeting
- Hosted several site visits from hospitals based on our successes
- Presented at NJ Hospital Association and to Ramapo College senior nursing students
- Participated in several key patient safety projects, including medication reconciliation and discharge tool, fall reduction and quietness of the environment
- Taught 11 PFCC classes including special classes designed for Environmental Services and Valley Dining staffs
- PFAC Seal of Approval on 30+ documents
- 3,855 hours of service contributed by Patient and Family Advisors
- Luckow patient shadowing project for initial consult visits
- Home care medication reconciliation and communication project
- Advisor involvement in the development of a new patient interactive TV system to be implemented in 2016
- Consumer Health Ambassadors rounded with 2,922 patients and family members with 362 requests fulfilled for healthcare information related to medical condition
- Updated more than 100 job descriptions to include specific PFCC principles for clinical staff. All job descriptions now include PFCC principles with the new SERVE Standards.
- The Valley Hospital's PFCC achievements were highlighted by Quality Insights and Healthcare Quality Strategies.



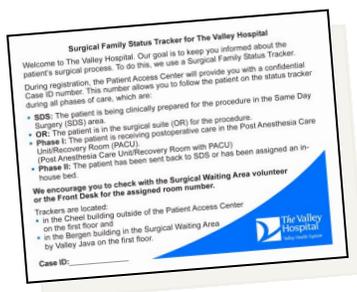
In addition to the highlights noted above, our newest PFACs were busy at work. Here are some highlights from their year as well.

Surgical PFAC



Members of Surgical PFAC Committee

We had our first official Patient and Family Advisory committee on June 10. Our members include four family members, four patients and four organizational representatives. With Mary Clark, M.D., serving as co-chair, our PFAC hit the ground running. It is a group of fully engaged and committed advisors who are looking to improve the patient/family experience for all in our surgical services.



During our first year we worked on several projects. The hospital handbook for ambulatory/surgical services was reviewed and updated. The team spent a great deal of time developing a new tool to help communicate and create a sense of patient ownership regarding the responsibilities that need to be tended to when preparing for surgery. Lastly, we designed and implemented the card for our Family Tracker Board, which communicates to family members the patient's status in the system as they progress through surgery.

We look forward to more projects and opportunities to improve the surgical patient/family experience here at the hospital.

Mary Sudano, RN, Manager, Patient Care Services

Breast Services PFAC

In 2015, we established a new PFAC specifically for Breast Services, which encompasses all aspects of breast care from screening through treatment and support at The Valley Hospital. Our council is comprised of seven Patient and Family advisors and four staff members from Imaging, Surgery and Oncology. In 2015, we oriented to PFAC and PFCC principles, developed our charter and our mission statement.



*Terry Reis, Manager,
Diagnostic Imaging*

Projects for 2016 include creating educational materials for patients undergoing radioactive seed localization prior to breast surgery (an alternative to traditional wire localization) and instructions on how to obtain all previous breast studies for second opinion interpretation. We are also currently participating in a survey to help improve services offered at Valley with our second breast imaging location to open at the Luckow Pavilion in third quarter 2016. This includes the patient perspective on hours of operation and types of services offered.

Terry Reis, Manager Diagnostic Imaging

Cardiac Surgery PFAC

Cardiac Surgery PFAC

Historically, healthcare providers assume that we know what the patient needs to know. However, when we partner with patients and their families about what information they deem necessary to care for themselves, our efforts many times fall short. Our cardiac surgery team had been meeting informally with patients and family members who had undergone cardiac surgery procedures at bi-annual dinner meetings over several years. However, in 2015, we formalized this process by instituting a Cardiac Surgery PFAC team under the umbrella of the hospital-wide PFCC.

Our first step was to interview and select from 21 candidates. Eight permanent members were chosen along with key cardiac surgery staff personnel to make up the permanent council. Our kick-off meeting was May 11. In the ensuing months we have accomplished the following:

- PFAC Council members re-designed three pre-op patient instruction documents that have received the PFAC Seal of Approval.

- PFAC Council members expanded the Frequently Asked Questions document in our Patient Resource Guide for cardiac surgery patients and hybrid “TAVR” patients.
- PFAC Council members gave feedback regarding the Cleveland Clinic recommendation of “pre-op huddle” to Stacy Mack, AVP, Heart & Vascular Institute.
- PFAC Council members participated in the Bergen-Passaic Heart Walk under the team of Valley Health System in Affiliation with Cleveland Clinic.
- PFAC Council members collectively identified the challenging process of navigating through the hospital on cardiac surgery/hybrid procedure screening days and at preadmission testing days. We agreed that developing a “patient escort” role would be of great assistance.



In affiliation with



In 2016, we will focus on two major goals: The development of the “patient escort” role for cardiac surgery and hybrid procedure patients and incorporating Cleveland Clinic recommendations into our patient education materials.



Members of Cardiac Surgery PFAC Committee

Mary C. Collins, APN-BC, Director, Cardiac Surgery and Cardiac Specialty Programs

2015 Year in Photos



1st Annual NICU Fashion Show



2014 Annual Meeting

2015 Patient and Family Advisors

Thank you to our 2015 Patient and Family Advisors for the wisdom, passion and dedication you bring to your work and partnering with us to make Valley Health System an even better place to be!

Sheri Abel-Colao

Ambassador, Total Joint Replacement Center

Bethany Agrati

NICU Fundraising/Special Events, Parent Classes

Mary Allen

NICU Parent Buddy Program

Pamela Alson

Luckow PFAC

Tom Bengaff

Valley Home Care PFAC

Ines Bunza

Inpatient Quality and Patient Safety Council

Brian Byrne

Luckow PFAC

Aaron Cavallario

NICU Fundraising/Special Events, Parent Classes

Lori Cavallario

NICU Fundraising/Special Events, Parent Classes

Mary Clark, M.D.

Hospital PFAC, Surgical PFAC

John Clarke

NICU PFAC

Valerie Colangelo

Hospital PFAC, Consultant

Kay Collins

Ambassador, Total Joint Replacement Center

Nicholas De Marco

Other Projects

Lorie Den Boer

Surgical PFAC

John DiSalvo

Ambassador, Patient Portal, Information Systems

Joan Donoghue

GetWell Network

Patrice Duker

NICU PFAC

Harold Ferguson

Hospital PFAC

Angela Flanagan

Ambassador, Total Joint Replacement Center

Mary Jo Freebody

Ambassador, Consumer Health

Thomas Freeswick

Hospital PFAC and Valley Home Care PFAC

Loredana Gabriele

NICU PFAC

John Gangale

Mended Heart Volunteer

Peggy Golish

Ambassador, Consumer Health

Susan Gralla

Inpatient Patient and Family Experience Council

Allan Harriman

Cardiac PFAC, Inpatient Patient and Family Experience Council

Marie Hickok

Women and Children's Services Quality and Patient Safety Council

Jane Hoder

Ambassador, Total Joint Replacement Center and Luckow PFAC

Catherine Ilardi

Breast Center PFAC

Annrose Isaac

NICU Foundation Project Committee

Sidney Katz

Ambassador, Total Joint Replacement Center

Ted King

Surgical PFAC

Harold Kirschenbaum

Valley Home Care PFAC

Roger Knauss

Surgical PFAC

Mary Lacroce

Ambassador, Consumer Health

Donald Lafferty

Ambassador, Information Systems

Sabrina Lambert

NICU Parent Class

Michelle Laskowski

Valley Home Care PFAC

JoAnn Leonard

Cardiac PFAC

2015 Patient and Family Advisors continued

Carla Lindenmuder

NICU Co-Chair Foundation Project Committee

Robert Linz

Mended Heart Volunteer

Christina Lisa

CHF Ambassador

Anne Locke

NICU Parent Buddy, Parent Class

Barbara Maniscalco

Security Committee

Roberta May

Ambassador, Consumer Health

Robert McDonough

Ambassador, Information Systems

Joanne Menz

Cardiac PFAC

Karen Mitchell

Luckow PFAC

Kristine Morieko

NICU Parent Buddy

Jean Neri

Hospital PFAC

Barbara Noto

Breast Center PFAC

Carole Norman

Ambassador, Total Joint Replacement Center

Margaret Papageorgiou

Valley Home Care PFAC

William Patterson

Security Committee

Gary Paton

Hospital PFAC

Betty Paton

Outpatient Patient and Family Experience Council

Nancy Pianfetti

Integrative Healing Council

Cheryl Poggi

NICU Foundation Projects

Lida Polidoro

NICU Fundraising /Special Events

Phyllis Quinn

Cardiac PFAC

Isabel Reddy

Luckow PFAC

Paul Redfield

Emergency Department Patient and Family Experience Council

Diane Reed

NICU Foundation Project Committee

Anthony Ricci

NICU Parent Buddy, Parent Classes

Marybeth Ricci

NICU Parent Buddy, Parent Classes

Monika Richardson

NICU Fundraising/Special Events

Jules Royak

Surgical PFAC

Kathleen Russo-Cummins

Cardiac PFAC

Kay Ruvolo

NICU PFAC

Kathleen Sayles, RN

Hospital PFAC

Meri Schachter, MD

Valley Home Care PFAC

Maria Schiavo

Surgical PFAC; Ambassador, Consumer Health

Michael Schultz

Surgical PFAC

Nicole Serhat

NICU PFAC

Edward Shevlin

Cardiac PFAC, Mended Heart/Hospitality Committee

Benjamin Sims

Palliative Care Steering Team

Joyce Sinclair

Hospital PFAC

Sherrill Spaak

Breast Center PFAC

Catherine Stanczuk

Breast Center PFAC

Allison Stein-Jackter

NICU Foundation Project Committee, Parent Buddy

Diane Stelling

Surgical PFAC; Ambassador, Information Systems

Joyce Suggs

Luckow PFAC

George Tashji

Patient Access Center Steering Team

Rene Marie Testa-Adams

Acute Stroke Team

2015 Patient and Family Advisors continued

Raj Thandani

Valley Home Care PFAC

Annamae Tolomeo

Valley Home Care PFAC

Liz Twiggs

NICU PFAC

Robert A. VerNooy, Sr.

Hospital PFAC

Dawn Ward-Lau

NICU Antepartum Connect Co-Chair

Janet Weis

Ambassador, Consumer Health

John Weiss

Cardiac PFAC

Libby Wexler

Ambassador, Cardiac Surgery

Andrea Whalen

Breast Center PFAC

Joan Whittaker

Breast Center PFAC

Eric Wickstrom

NICU PFAC

Tangela Williams-Hill

NICU PFAC

Jacqueline Wilson

Ambassador, Total Joint Replacement Center

Susan Wright

Hospital PFAC

In the Words of Our Advisors

“During my recent six night stay, I was able to experience the successful implementation of many of the items I have worked on as a Patient and Family Advisor. The unit I was on as a whole is certainly committed to leading Patient and Family Centered Care at Valley and I thank them all.” *Gary Paton, Advisor*

“While I find being a Patient Family Care Advisor personally rewarding, it is more important that as a result of Valley’s leadership team embracing PFCC as a priority, Valley patients and their families have a more secure, more comfortable and a better informed hospital stay.” *Harry Ferguson, Advisor*

“I have been hospitalized a couple of times since becoming an advisor, which has allowed me to notice first-hand some of the changes and improvements the PFAC has helped to implement.” *Bob VerNooy, Advisor*

Coming Up on the Horizon

PFCC initiatives will be more closely tied to organizational objectives in 2016. We will be participating in making the health system a high reliability organization. Watch for more details to come.

THE VALLEY HOSPITAL

is Proud to Partner with

OUR PATIENTS AND THEIR FAMILIES
TO PROVIDE EXCEPTIONAL CARE,
TODAY AND EVERY DAY.



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