

2016 YEAR-END REPORT



Patient and Family Centered Care

**Members of the 2016
Patient and Family
Centered Care
Steering Team**

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

**Charles Vannoy, DNP, MBA,
RN, NEA-BC
Assistant Vice President,
Women's and Children's
Services and 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
David Escobar, RN
Susan Gehringer, RN
Bettyann Kempin, RN
Mary Kirchmeier, RN
Erica Krywicki
Ann Marie Leichman, RN
Pamela McConville, RN
Melissa McGrath, RN
Rachelle Morales, RN
Michael Mutter
Deborah Panetta
Theresa Reis
Judith Rojo, RN
JoAnn Selser, RN
Mary Sudano, RN
Elizabeth Tortorella
MaryAnn Vecchiotti
Joseph Yallowitz, MD
Jamie Zavarino, RN**

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



***In PFCC Culture,
the Journey Is the Destination***

What a year! 2016 proved to be another busy and fulfilling year as we continue our PFCC journey throughout the healthcare system. I hope that you will join me in feeling the pride and excitement that comes from reading about the good work our advisors are doing! You will find that this report incorporates the many ways we are influencing care not only here at Valley but throughout the healthcare industry in our country!

It has been said that you are only as good as the people around you. I believe that! We have many talented people around us serving as advisors. Without each and everyone one of you, we would not be able to influence care. We are also fortunate to have full administrative support in incorporating PFCC tenants into the strategic plan. The PFCC Steering Team includes leaders and frontline staff that are dedicated to the continuous quality improvement of patient and family centered care. I have the good fortune of working with Charles Vannoy, DNP, MBA, RN, NEA-BC, Assistant Vice President of Women's and Children's and Emergency Services, who serves as the Co-Chair of the PFCC Steering Team. He was recognized this year by the Organization of Nurse Leaders of New Jersey! Together, we are making a difference in our patients' and families' lives. I am forever grateful for each and every one of you. We are already looking toward 2017 with new adventures and focusing in on patient safety as the healthcare system embraces the concepts of being a Highly Reliable Organization.

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".

Pamela S. Bell, Director, PFCC

2016 Highlights of Accomplishments and Projects Advisors Participated in Close to Home continued

A multidisciplinary Falls Task Force, including patient/family advisors, implemented a new teaching tool to better partner with patients and families about their risk for falls. You will find our decrease in falls noted on the dashboard, as seen on page 4.



Changes to the first floor of the hospital campus were made, incorporating many of the suggestions made by advisors during a wayfinding survey conducted in 2013. These changes include: Different colors at each elevator bank, as well as a tree mural for easy identification of the first floor; chairs with side table options in the surgical waiting area; hassocks at each chair; and a decorative screen to promote a sense of privacy in a public area.



Guest dining options, including free coffee at ValleyJava after hours and light meal vending machine options were added. These changes were made to ensure we are meeting the dining needs of our guests with the implementation of the Welcome Policy, which allows families to visit patients without time restrictions.

Measures of Success Dashboard



REPORTING PERIOD 2016

PFCC Goals

Major Accomplishments this Period

Establish effective Patient and Family Advisory Councils in the System

Created Kierker Child Development Center PFAC a total of 8 PFACs & 110+ advisors involved in over 70 projects.

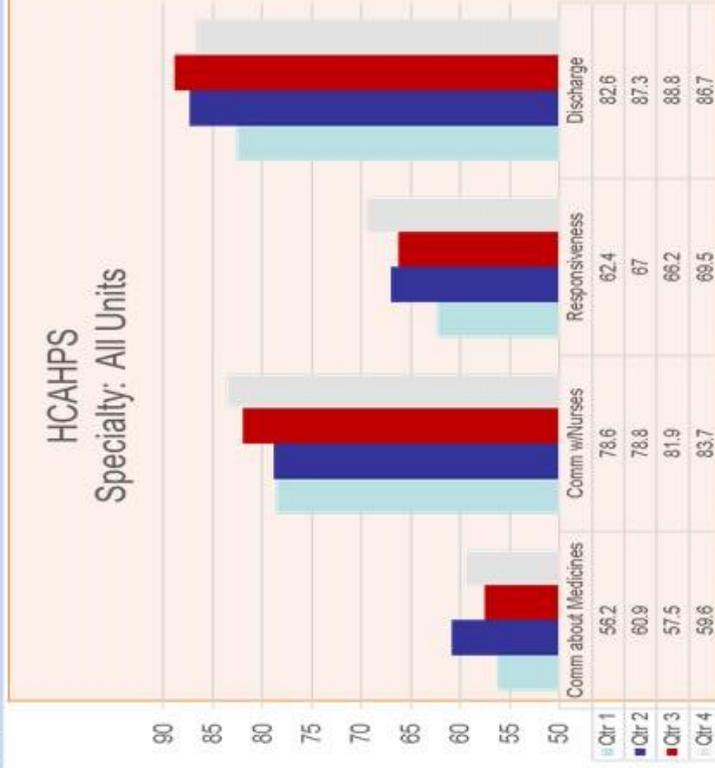
Provide coffee free of charge for overnight guests

Less than 10 per night average cups of coffee given with no notable issues.

Frontline staff participation in PFCC Classes

1400+ system employees have attended training sessions since implementation

Areas of Influence	2015	2016
Ambulatory Care comfort of family waiting area (Press Ganey Patient Satisfaction Measure)	92.8	93.6
Staff attitude towards visitors/guests (Press Ganey)	91.4	91.9
Inpatient comfort of visitors/guests (Press Ganey)	84.7	85.3
Fall Rate (Patient Safety)	2.00	1.64
Fall Rate with Injury (Patient Safety)	0.49	0.37



2016 Examples of Influencing the Patient and Family Experience Beyond the Walls of the Valley Healthcare System



Valley was highlighted in the *Wall Street Journal* for its implementation of the new Welcome Policy, which enables family members to be present with the patient at all times.

On November 10, Senator Cory Booker's aide, Bianca Madzrova, met with advisors and members of the PFCC Steering Team to discuss our initiatives to improve the patient/family experience by embracing the PFCC culture.



*PFCC Steering Team with Bianca Madzrova, Aide to Senator Cory Booker
(standing fifth from right)*

2016 Examples of Influencing the Patient and Family Experience Beyond the Walls of the Valley Healthcare System continued

Three posters were presented at the International Patient Family Centered Care Conference in July. Deborah Panetta, BS, RTT, and Brian Byrne, Patient Advisor, presented on the Luckow PFAC and *Cancer Creates* Newsletter. Elizabeth Tortorella, MSW, CAVS, Director, Volunteer Services; Claudia Allocco, MLS, Director, Medical Library; and Janet Weis, Patient Advisor, presented on the Hospital PFAC, Patient Portal and Consumer Health Advisor Ambassador Programs. Melissa Ruffilo, RN; Joan Zanotti, BAS, RN, CEN, EMT-NJ; and Paul Redfield, Patient Advisor, presented on the Emergency Department (ED) Patient Shadowing Project and the new ED Patient Care Map.



International Patient Family Centered Care Conference (pictured left to right: Janet Weis, Patient Advisor; Elizabeth Tortorella, Director, Volunteer Services; Claudia Allocco, Director, Medical Library; and Joseph Yallowitz, MD, Vice President and Chief Medical Officer, Medical Affairs)

2016 Examples of Influencing the Patient and Family Experience Beyond the Walls of the Valley Healthcare System continued

Charles Vannoy, DNP, MBA, RN, NEA-BC, Assistant Vice President of Women's and Children's and Emergency Services, and Co-Chair of the PFCC Steering Team, received the Divisional Leader Award from the Organization of Nurse Leaders of New Jersey. He was presented this award in part for his work with PFCC and helping to change the culture to a more patient family inclusive environment.



*Charles Vannoy, DNP, MBA, RN, NEA-BC
Assistant Vice President of Women's and Children's and Emergency Services
and Co-Chair of the PFCC Steering Team,*

Other examples of PFCC at work outside of the hospital and health system include:

I. Webinar Instructor for the American Institutes for Research, which is providing support for patient and family engagement in the current Partnership for Patients program.

The Center for Medicaid/Medicare Services (CMS) established metrics for Person and Family Engagement (PFE) as part of their strategy for the Partnership for Patients initiative.

There are five metrics.

Two of us were instructors for a recorded webinar regarding metric three "Hospital has a person or functional area, who may also operate within other roles in the hospital, that is dedicated and proactively responsible for Patient and Family Engagement and systematically evaluates PFE activities."

This webinar will be one in a series available to hospitals across the country.

II. Johns Hopkins Armstrong Institute for Patient Safety and Quality Study

Several advisors are participating this study. It partners with patients and families to improve care for mechanically ventilated patients. The work will help determine what patients and their families should expect when they are mechanically ventilated in the ICU and beyond.

One possible outcome of the study will be the development of a patient and family centered toolkit. The platforms for these tools may include apps, websites and/or written materials available to all families throughout the country.

III. Center for Outcomes Research and Evaluation (CORE) and National Partnership for Women & Families National Patient & Family Engagement Network

Both organizations are working together to form a national Patient & Family Engagement Network.

This network will be providing input and guidance on CORE's quality measurement work, contracted under the CMS.

CORE's contract with CMS is to develop, implement, and reevaluate important quality measures for hospitals and outpatient settings.

We have advisors participating in 3 of the 4 areas: Percutaneous Coronary Intervention-Patient Reported Outcome Measure, Hospital All-Cause Mortality Measure, and the larger National Patient and Family Engagement Network.

2016 Additional Accomplishments



Additional accomplishments during the year include:

- * NICU PFAC advisors made candy jar gifts for nurses during Nurse's Week with messages of thanks!
- * *Cancer Creates* newsletter expands to Facebook and blogs.
- * Advisor involvement in the design of the ED "Back to Basics" class designed for ED Staff.
- * Palliative care advisor spoke at four events to promote the service.
- * Population Health Steering welcomes advisor to team.  **Population HEALTH**
Managing the Health of Our Community
- * Advisors reviewed new patient White Boards.
- * Advisors participated in the High Reliable Organization System Assessment Interviews.
- * Recruited Advisors for the new Kireker Center for Child Development PFAC.
- * Held our third 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.
- * Taught four PFCC classes with VMG Staff attending for the first time.
- * PFAC Seal of Approval on 45+ documents.
- * 4,160 hours of service contributed by Patient and Family Advisors.
- * Consumer Health Ambassadors rounded with 3,745 patients and family members with 400 requests fulfilled for healthcare information related to medical condition.

2016 Annual Meeting



2016 Annual Meeting

2016 Patient and Family Advisors

Thank you to our 2016 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!

Kara Adams

NICU Parent Buddy, Projects, Special Events

Bethany Agrati

NICU Fundraising/Special Events, Parent Classes

Mary Allen

NICU Parent Buddy, Fundraising, Projects

Claudia Allocco

Surgical PFAC

Pamela Alson

Luckow PFAC

Gloria Avitabile

Luckow PFAC

Tom Bengaff

Valley Home Care PFAC

Alan Branch

Ambassador Cardiac Pulmonary

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, MD

Hospital PFAC, Surgical PFAC

John Clarke

NICU PFAC

Valerie Colangelo

Hospital PFAC, Consultant

Patricia Colbert

Breast Center PFAC

Kay Collins

Ambassador Total Joint Replacement Center

Nicholas De Marco

Other Projects

Lorie Den Boer

Surgical PFAC

Keith Dietel

Mended Heart Volunteer

John DiSalvo

Ambassador Patient Portal, Information Systems

Joan Donoghue

Professional Recognition & Development Council

Patrice Duker

NICU PFAC

Basil Fanaras

Mended Heart Volunteer

Harold Ferguson

Hospital PFAC

Angela Flanagan

Ambassador Total Joint Replacement Center

Thomas Freeswick

Hospital PFAC, Valley Home Care PFAC

Loredana Gabriele

NICU PFAC

Peggy Golish

Ambassador Consumer Health

Susan Gralla

Inpatient Patient and Family Experience Council

Allan Harriman

Cardiac PFAC, Inpatient Patient and Family Experience Council

Thalya Hayes

Kireker Center for Child Development PFAC

Rolf Henel

Population Health Advisor

Marie Hickok

Women and Children's Services Quality and Patient Safety Council

Jane Hoder

Ambassador Total Joint Replacement Center, Luckow PFAC

Stella Howie

Ambassador Patient Portal, Information Systems

Catherine Ilardi

Breast Center PFAC

Sidney Katz

Ambassador Total Joint Replacement Center

2016 Patient and Family Advisors continued

Ted King

Surgical PFAC

Harold Kirschenbaum

Valley Home Care PFAC, PI Council

Roger Knauss

Surgical PFAC, Interactive Patient Care Steering Team

Mary Lacroce

Ambassador Consumer Health

Michelle Laskowski

Valley Home Care PFAC

JoAnn Leonard

Cardiac PFAC

Carla Lindenmuder

NICU Co-Chair Foundation Project Committee

Christina Lisa

CHF Ambassador, Cardiac PFAC

Anna Locke

NICU Parent Buddy, Parent Class

Cherilyn Magda

Kireker Center for Child Development PFAC

Barbara Maniscalco

Security Committee, Luckow PFAC

Roberta May

Ambassador Consumer Health

Robert McDonough

Ambassador Patient Portal, Information Systems

Joanne Menz

Cardiac PFAC

Diana Mikula

NICU Parent Buddy, Foundation

Karen Mitchell

Luckow PFAC

Kristine Morieko

NICU Parent Buddy

Linda Morrisette

Ambassador Total Joint Replacement Center

Jean Neri

Hospital PFAC

Barbara Noto

Breast Center PFAC

Carole Norman

Ambassador Total Joint Replacement Center

Lisa Parker

NICU Fundraising, Projects

Jaclyn Passanante

NICU Parent Buddy

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

Lisa Polidoro

NICU Fundraising/Special Events

Phyllis Quinn

Cardiac PFAC

Patti Raffaele

Kireker Center for Child Development PFAC

Margaret Ray

Ambassador Patient Portal, Information Systems

Isabel Reddy

Luckow PFAC

Paul Redfield

Emergency Department, Patient and Family Experience Council

Diane Reed

NICU Foundation Project Committee

Monika Richardson

NICU Fundraising/Special Events

Jules Royak

Surgical PFAC

Rich Rubino

Kireker Center for Child Development PFAC

Kay Ruvolo

NICU PFAC

Jeri Sayer

Kireker Center for Child Development PFAC

Kathleen Sayles, RN

Hospital PFAC

Meri Schachter, MD

Valley Home Care PFAC

Maria Schiavo

Surgical PFAC, Ambassador Consumer Health, Surgical Patient Family Experience Committee

2016 Patient and Family Advisors continued

Michael Schultz

Surgical PFAC

Meredieth Seeney

Kireker Center for Child Development
PFAC

Lauren Seltenrich

NICU Parent Buddy

Nicole Serhat

NICU PFAC

Edward Shevlin

Mended Heart, Hospitality, Cardiac PFAC

Benjamin Sims

Palliative Care Steering Team

Joyce Sinclair

Hospital PFAC

Sherrill Spaak

Breast Center PFAC

Catherine Stanczuk

Breast Center PFAC

Allison Stein-Jackter

NICU Parent Buddy

Diane Stelling

Surgical PFAC, Ambassador Information
Systems

Joyce Suggs

Luckow PFAC

Shannon Sullivan

Kireker Center for Child Development
PFAC

George Tashji

Geriatric Center for Excellence Committee

Rene Marie Testa-Adams

Acute Stroke Team

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 Co-Chair Antepartum Connect

Janet Weis

Ambassador Consumer Health

John Weiss

Cardiac PFAC

Libby Wexler

Ambassador Cardiac Surgery, Cardiac
PFAC

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

Jane Woodward

Hospital PFAC

Susan Wright

Hospital PFAC

Rachel Youngren

Kireker Center for Child Development
PFAC

Coming Up on the 2017 Horizon

PFCC initiatives will continue to be tied to organizational objectives in 2017. We will continue our participation in making the health system a high reliability organization. Our role will also be expanding to include Valley Medical Group. Watch for more details to come.

In the Words of Our Advisors

"I enjoy working with so many dedicated people at Valley - and in particular the PFAC. Everyone seems to be deeply interested in improving the quality of patient care - particularly from the patient perspective. I feel my input is appreciated." *Rolf H. Henel, Advisor*

"Serving as an advisor allows me to ensure that the voice of patients and their families is heard on hospital committees and elsewhere when decisions are being made about the provision of healthcare. It also provides me with an opportunity to use my lifetime of education and experiences to impact the lives of others. Importantly, there is no better feeling than knowing that your volunteer activities are helping others in their time of need."
Harold Kirschenbaum, Advisor

"I was extremely intrigued by, and glad to be part of, the information pamphlet setting up the seed radiation process. In addition, the fact that the committee, all of whom have dealt with breast cancer situations, is able to offer insight that could be helpful to patients is gratifying." *Sherrill Spaak, Advisor*

"Working as an advisor has allowed me a way to give back for the stellar care I received as a patient, and to continue being a part of what I felt to be an extended family. I feel that our voices are truly being heard and respected, that we are valued as part of the team, and that we are making a difference in enhancing the patient and family experience." *Valerie Colangelo, Advisor*

"My father was a patient of Valley Home Care. The excellent care provided by the Valley team got me thinking of ways in which I could contribute to the Valley community. It is my hope and goal, to provide a perspective of a care giving family member in a way that can help other patients and families. I am pleased to be part of the Valley Home Care PFAC." *Raj Thandani, Advisor*

"My original thought about becoming an advisor - in my case as a member of the palliative care committee - was to contribute in a meaningful way to those who are enduring the same terrifying ordeal that I witnessed my sister go through. But I believe I have received much more than I could possibly give. I have been privileged to witness firsthand the dedication of the doctors and nurses whose sole aim is to improve the lives of Valley's patients."
Benjamin Sims, Advisor

THE VALLEY HOSPITAL

is Proud to Partner with

OUR PATIENTS AND THEIR FAMILIES
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TODAY AND EVERY DAY.



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The Valley Hospital
223 N. Van Dien Avenue
Ridgewood, NJ 07450-2736

201-447-8000

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