

## Norwood Hospital Patient and Family Advisory Council 2014 Annual Report

PFAC held meetings in the Plimpton Board Room on November 12, 2013, March 11, 2014, and May 27, 2014, Meetings are scheduled for October 14, 2014 and December 9, 2014. More than 50% (10 out of 14) of PFAC members are patient/family members. Recruitment of patient/ family members is a continuing goal. Minutes are kept for a minimum of 5 years and transmitted to the Hospital Board of Directors following each PFAC meeting. PFAC agendas and minutes are available for review.

### PFAC Members

Dr. Thompson Ashenfelter	Medical Director for Emergency Services, Norwood Hospital
Warren Bussow	Patient/Family Member, Medfield MA
Agnes Carey	Patient/Family Member, Walpole, MA
Bruce Cook	Patient/Family Member, Norwood, MA
Joanne Curry,	Director Patient Support Services, Norwood Hospital PFAC Facilitator
Patricia Donelin	Patient/Family Member. Norwood MA
Cheryl Dunnington	Director of Quality and Safety, Norwood Hospital
Peg Forbes	Patient/Family Member, Franklin, MA
Mary Kinneman,	CNO, Vice President for Patient Care Services, Norwood Hospital
Patricia Pomerleau	HESSCO Elder Services Sharon, MA
Sarah Waterhouse	Patient/Family Member, Dover, MA
Tobias Wolf	Patient/Family Member, Norwood, MA
William Milhomme	Patient/Family Member, Foxboro MA
Yelena Zeliger	Patient/Family Member, Foxboro, MA

The PFAC facilitator organizes PFAC meetings; collaborates with members to prepare agendas, maintains minutes and provides reports; supports and keeps a secure list of PFAC members and their contact information.

Patient/ family PFAC members live and/or work in the community served by Norwood Hospital. Members also participate in additional community programs that support the Norwood Hospital community. They or members of their families have received care at Norwood Hospital within the past few years. Therefore, they represent the population served by the hospital.

The PFAC facilitator and other hospital staff orient patient/family members as they join the council. Continuing education occurs during PFAC meetings. Orientation topics include:

- Norwood Hospital history mission, vision, values, and partnerships
- PFAC Guiding Principles (bylaws)
- Purpose of the PFAC
- PFAC councilor responsibilities
- HIPAA and patient confidentiality
- Practical details (meeting schedule/location, parking, what to wear, what to bring)
- Attendance expectations

The roles and responsibilities of patient/family members are described in the PFAC Charter. All PFAC members sign the confidentiality agreement required for Norwood Hospital employees and volunteers.

The Hospital maintains a budget for PFAC expenses including but not limited to food, printing, postage, parking/ transportation, and interpreters (if needed).

The Hospital tracks PFAC accomplishments and publishes them in an annual report, which is posted on the Hospital website.

### Accomplishments

**The PFAC has chosen to continue our work on the topic  
“Defining Excellence in the Patient Care Experience” as  
the focal point of our meetings this year.**

At the request or suggestion of patient/ family members, PFAC agendas have included the following topics for discussion and feedback:

- Moving forward in the constantly changing world of Health Care  
Discussion of patient “observation” status
- Initiatives to improve the patient/family experience in the Emergency Department
- Patient Portal education
- Renovations completed and planned for medical units
- Behavioral Health unit receives an A+ from Department of Mental Health
- Providing Spiritual Care and support to our patients and families
- Presentation by Hope Hospice covering care available to Norwood Hospital patients/families..

### Accomplishments 2014

Suggestion	Suggested by	Outcome	Status
1. Improve communication with patients and families in the Emergency Department	Patient/family/Hospital Staff	Emphasis on informing patients regarding delays in tests and plan of care	Ongoing
2. Patient Portal Initiative	Patient/family/Hospital Staff	Education of PFAC members and initiative to enroll patients and provide education for patient access	Ongoing
3. More private rooms desired by patients	Patient/family/Hospital Staff	Tour of second floor renovated units	Lorusso 2 completed 9/14.
4. Improve communication regarding Spiritual Care resources available to patients/families.	Patient/family/Hospital staff	Communication with Catholic parishes that support hospital with “on call” coverage. Outreach to other faiths to assure care and services Recognize a need for bereavement resources.	Ongoing

