

Holy Family Hospital Patient and Family Advisory Council 2018 Annual Report

(PFAC activities in fiscal year 2018 (July 1, 2017 – June 30, 2018))

Section 1: General Information

The Holy Family Hospital Patient Family Advisory Council (PFAC) is one of several groups within the Steward Health Care System. The PFAC Staff Co-Chair and Liaison/Coordinator contact information is noted below:

- Adeline Parkinson, Quality Analyst for the Quality & Safety department
adeline.parkinson@steward.org
978-687-0156 X2771

The PFAC Patient/Family Co-Chair names are noted below:

- Mary Ellen Sorensen
 - Eva Ruiz
-

Section 2: PFAC Organization

This year, the PFAC recruited new members using the following approaches:

- Community based organizations
- Community events
- Hospital banners and posters
- Hospital publications
- Promotional efforts within institution to patients or families
- Promotional efforts within institution to providers or staff
- Recruitment brochures
- Word of mouth/through existing members

Total number of staff members on the PFAC: 9

Total number of patient or family member advisors on the PFAC: 6

The name of the hospital department supporting the PFAC is: Quality & Safety

The hospital position of the PFAC Co-Chair and Staff Liaison/Coordinator is: Quality Analyst

The hospital provides the following for PFAC members to encourage their participation in meetings:

- Free parking
 - Lunch/snacks
-

Section 3: Community Representation

Our hospital's catchment area is geographically defined as the Merrimack Valley.

Racial and ethnic groups in this areas:

| | RACE | | | | | | ETHNICITY |
|--|------------------------------------|---------|-----------------------------|---|---------|---------|---------------------------------------|
| | % American Indian or Alaska Native | % Asian | % Black or African American | % Native Hawaiian or other Pacific Islander | % White | % Other | % Hispanic, Latino, or Spanish origin |
| 14b. Patients the hospital provided care to in FY 2018 | 0.14% | 1.19% | 2% | .04% | 66% | 21% | .66% |

Languages spoken in this area:

| | Limited English Proficiency (LEP) % |
|--|--|
| 15a. Patients the hospital provided care to in FY 2018 | 25% |
| 15b. PFAC patient and family advisors in FY2018 | 0% |

Percentage of patients that the hospital provided care to in FY 2018, spoke the following as their primary language?

| | % |
|---------------------|------|
| Spanish | 21% |
| Portuguese | .21% |
| Chinese | .07% |
| Haitian Creole | .12% |
| Vietnamese | .25% |
| Russian | .06% |
| French | .13% |
| Mon-Khmer/Cambodian | .03% |
| Italian | .11% |
| Arabic | .37% |
| Albanian | .01% |
| Cape Verdean | 0% |

Percentage of PFAC patient and family advisors spoke the following as their primary language?

| | % |
|----------------|----|
| Spanish | 0% |
| Portuguese | 0% |
| Chinese | 0% |
| Haitian Creole | 0% |
| Vietnamese | 0% |

| | |
|---------------------|----|
| Russian | 0% |
| French | 0% |
| Mon-Khmer/Cambodian | 0% |
| Italian | 0% |
| Arabic | 0% |
| Albanian | 0% |
| Cape Verdean | 0% |

The PFAC is undertaking the following activities to ensure appropriate representation of our membership in comparison to our patient population or catchment area:

- The committee is working with internal hospital groups to ensure that the surrounding communities are made aware of the PFAC for the hospital.

Section 4: PFAC Operations

Our process for developing and distributing agendas for the PFAC meetings:

- PFAC members and staff develop the agenda and send it out prior to the meeting.
 - Other items might be topics generated by discussion at the prior meeting.
 - Other items might be brought to the group from hospital groups/staff.

The PFAC had the following goals and objectives for 2018:

- Recruitment
- Choose appropriate projects for the group.
- Create a reporting schedule for PFAC to review and discuss the hospital reporting items.

The goals and objectives were developed by PFAC members and staff.

A subcommittee that the PFAC has established: Cultural Diversity poster group

PFAC interaction with the hospital Board of Directors: PFAC submits the annual report to Board of Directors.

Describe the PFAC's use of email, listservs, or social media for communication: The PFAC uses email only.

Section 5: Orientation and Continuing Education

Number of new PFAC members this year: 4

Orientation content included:

- History of the PFAC
- Hospital performance information
- Information on how PFAC fits within the organization's structure
- In-person training
- PFAC policies, member roles and responsibilities

The PFAC received training on the following topics:

- Health care quality and safety measurement
- Health literacy
- Hospital Performance information

Section 6: FY2018 PFAC Impact and Accomplishments

The following information only concerns PFAC activities in the fiscal year 2018. The five greatest accomplishments of the PFAC were:

| Accomplishment | Idea came from (choose one) | PFAC role can be best described as (choose one) |
|---|--|---|
| <p>Accomplishment 1: PFAC members helped with patient satisfaction regarding communication. They worked with Surgical Services and Quality to review/revise the patient information/discharge form.</p> | <input type="checkbox"/> Patient/family advisors of the PFAC <input checked="" type="checkbox"/> Department, committee, or unit that requested PFAC input | <input type="checkbox"/> Being informed about topic <input checked="" type="checkbox"/> Providing feedback or perspective <input type="checkbox"/> Discussing and influencing decisions/agenda <input type="checkbox"/> Leading/co leading |
| <p>Accomplishment 2: PFAC members worked on the Birthing unit, interviewing patients as to their comfort, are they getting enough sleep, do they feel comfortable caring for their baby and is the room quiet? The PFAC member reported their finding to the Nurse Manager.</p> | <input type="checkbox"/> Patient/family advisors of the PFAC <input checked="" type="checkbox"/> Department, committee, or unit that requested PFAC input | <input type="checkbox"/> Being informed about topic <input checked="" type="checkbox"/> Providing feedback or perspective <input type="checkbox"/> Discussing and influencing decisions/agenda <input type="checkbox"/> Leading/co leading |
| <p>Accomplishment 3: PFAC revitalized the work being done on the cultural diversity poster. The original intent was to have a focus on end of life practices within different cultures. The sub-group met in June and started the project again, this time with a broad focus on cultural diversities throughout the hospital. Interpreter Service, as well as Spiritual Care has joined the work group. The thought is to roll out a series of communications for the staff. This could eventually evolve into a Cultural Diversity program, run by the PFAC.</p> | <input checked="" type="checkbox"/> Patient/family advisors of the PFAC <input type="checkbox"/> Department, committee, or unit that requested PFAC input | <input type="checkbox"/> Being informed about topic <input type="checkbox"/> Providing feedback or perspective <input type="checkbox"/> Discussing and influencing decisions/agenda <input checked="" type="checkbox"/> Leading/co leading |

| Accomplishment | Ideas Came From (choose one) | PFAC role can be best described as (choose one) |
|--|--|---|
| Accomplishment 4: PFAC members made suggestions to the Steward Medicaid ACO Program. They suggested a communication be developed for members, outlining the benefits and incentives. | <input checked="" type="checkbox"/> Patient/family advisors of the PFAC <input type="checkbox"/> Department, committee, or unit that requested PFAC input | <input type="checkbox"/> Being informed about topic <input checked="" type="checkbox"/> Providing feedback or perspective <input type="checkbox"/> Discussing and influencing decisions/agenda <input type="checkbox"/> Leading/co leading |
| Accomplishment 5: PFAC members were supportive throughout the construction of the new chapel at the Haverhill campus. They were in attendance for the chapel opening on November 3rd. | <input checked="" type="checkbox"/> Patient/family advisors of the PFAC <input type="checkbox"/> Department, committee, or unit that requested PFAC input | <input checked="" type="checkbox"/> Being informed about topic <input type="checkbox"/> Providing feedback or perspective <input type="checkbox"/> Discussing and influencing decisions/agenda <input type="checkbox"/> Leading/co leading |

The four greatest challenges the PFAC had in FY 2018:

| |
|---|
| Challenge 1: Recruitment. It is very difficult to find members from our communities that wish to participate in the PFAC group, as well as maintain the members that we currently have. |
| Challenge 2: Keeping the hospital aware of the PFAC and their ability to help with feedback or projects. |
| Challenge 3: Keeping the group engaged with the work of PFAC. |
| Challenge 4: Attendance: Meetings need to be cancelled from time to time because nobody is available to attend. |

The PFAC members serve on the following hospital-wide committees, projects, task forces, work groups, or Board committees:

- PFAC staff members sit on the Ethics Committee, as well as the Quality and Safety committee.
- The PFAC patient and family advisors do not serve on any hospital-wide committees at this time.

How do members on these hospital-wide committees or projects report back to the PFAC about their work?

- This is one of our FY2019 goals: To create a robust hospital reporting schedule for PFAC.

The PFAC provided advice or recommendations to the hospital on the following area mentioned in the Massachusetts law:

- Patient education on safety and quality matters

Did PFAC members participated in any activities mentioned in Massachusetts law: No

The hospital shared the following public hospital performance information with the PFAC:

- Patient experience/satisfaction scores (eg. HCAHPS - Hospital Consumer Assessment of Healthcare Providers and Systems)

Please describe how the PFAC was engaged in discussions around the HCAHPS data and any resulting quality improvement initiatives:

- Holy Family Hospital has hired a new regional patient experience manager. She will work closely with the PFAC group. There will be a roll out plan for 2019, which will include suggestions from the PFAC, as well as tasks that can be driven by this group.

Please explain why the hospital shared only the data noted above:

- The HFH PFAC is still trying to determine the appropriate reporting items and schedule. We will work with Senior Leadership to determine a complete schedule for FY2019.

Did the PFAC participated in activities related to state or national quality of care initiatives: No

Were any members of your PFAC engaged in advising on research studies: No

Massachusetts law requires that each hospital's annual PFAC report be made available to the public upon request. Holy Family Hospital will post their report on the hospital website, located in the PFAC section.

This Annual PFAC Report was completed and approved, using a collaborative process between staff and PFAC members. The report was reviewed by hospital Senior Leadership.