Morton Hospital
A STEWARD FAMILY HOSPITAL
Steward

Patient and Family Advisory Council
2013 Annual Report

PFAC met in a hospital conference room on September 10, 2012, October 8, 2012, December 10, 2012 and July 8, 2013. In February, 2013 the meeting was cancelled due to weather. We have had many changes recently with right sizing our organization. This process resulted in the loss of the Director of Service Excellence, who was the PFAC facilitator, Chair. We also had one resignation of a family member and are switching a staff member vacancy to another patient/family member position.

PFAC Members

Eleanor Almeida	Nurse Manager, Emergency Services
Joseph Amaral	Patient and Family Member- Taunton, MA
Leigh Brezno	Patient and Family Member-Lakeville, MA
William Hamilton	Patient and Family Member- Dighton, MA
Steve Kuketz	Patient and Family Member- Somerset, MA
Jane Metzger	Vice President, Chief Nursing Officer
Marge Largey	Volunteer, Raynham, MA
Mike Reilly	Manager of Cardiovascular Services/Customer Services
Vacant	Patient and Family Member
Vacant	Patient and Family Member

The PFAC facilitator organizes PFAC meetings; provides agendas, minutes and reports; supports the co-chairs and members; and keeps a secure list of PFAC members and their contact information.

Patient/Family PFAC members live and/or work in Morton Hospital primary and secondary service areas. They or members of their families have received care at Morton Hospital. 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:

- Morton Hospital history, mission, vision, values and partnerships
- Purpose of PFAC
- PFAC members' responsibilities
- HIPAA and patient confidentiality
- Practice details (meeting schedule/location, parking, what to wear, what to bring).
- Patient/Family Centered Care
- Attendance expectations

The roles and responsibilities of patient/family members are described in the PFAC Charter. All PFAC members sign the same confidentiality agreement as hospital staff.

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

Accomplishments

At the request or suggestion of patient/family members, PFAC agendas have included the following hospital activities:

- Updates on construction projects
- Discharge Information
- Patient Family Centered Care
- HCAHPS data and suggestions for improvement
- Memberships marketing and participation.

Accomplishments 2011

Suggestion	**Suggested by**	**Outcome**	**Status**
Acquisition by Steward Health Care	Hospital Staff	Educated members of the acquisition, and immediate plans for the hospital including leadership.	Completed
Patient/Family Member, co-chairs	Hospital Staff	Patient/Family member to co-chair with Colin Rice.	To be finalized at November meeting.

Accomplishments 2012

Steward Beliefs	Hospital Staff	Educate members on Stewards' Beliefs, and their potential impact on the care we provide, and employee morale.	Completed
Hand Washing	Hospital Staff	Present plans for hand washing initiatives, collect feedback and implement recommendations for improvement	Completed
Marketing	Patient/ Family	Review current marketing initiatives to recruit new members.	Completed
Marketing	Family Members	Provide overview of renovations, and generate ideas to minimize the impact to patients and family members.	On-going
Service Excellence Groups (SEE)	Hospital Staff	Educated, and solicited input on the Works Groups that have been established to improve our care/HCAHPS.	Completed
Patient and Family Center Care	Hospital Staff	Educate members on the PFCC initiative	Completed
Redesign Discharge Packet	Patient/Family Members	Reviewed our current discharge packet, based upon contents, and its effectiveness.	Completed
Survey Patients Concerning Discharge Packet	Hospital Staff	A student intern surveyed hospital patients on the view and suggestions for improvement for our	Completed

		discharge packet.	
Finalize Content of Discharge Packet	Patient/Family	Reviewed patient feedback, and members gave recommendations for packet contents and name.	Completed

Accomplishments 2013

Suggestion	Suggested by	Outcome	Status
PFCC Survey completed by Leadership, Medical Executive Committee members and the Board of Trustees and Patient and Family Advisory Council.	Hospital Staff	Survey Completed	In Progress
Adopted Steward wide policy on 24/7 visitation by family.	Hospital Staff	Knowledge of new visitation policy.	Completed
Implemented New Admission Guide	Patient/Family	Distributed to patients in mid-January.	Completed
PFAC member appointed to the PFCC Council which has chairs of Satisfaction Teams reporting to this group.	Hospital Staff	Member assigned to Council	Completed
Schwartz Rounds	Hospital Staff	Knowledge of Schwartz Rounds	In Progress
Steward PFAC Policy	Hospital Staff	Approved policy with no addendum needed.	Completed