Patient and Family Advisory Council


PFAC ORGANIZATION

New England Sinai Hospital developed a Patient and Family Advisory Council (PFAC) in September 2010.

Purpose
Members of the PFAC have convened with the purpose of creating an environment of collaboration between New England Sinai Hospital staff and patients and their families. Soliciting feedback and suggestions, based on patient experience, facilitates the improvement of patient care and safety.

The Hospital tracks PFAC accomplishments and publishes them in:
- An annual report, which is posted on the Hospital website. [http://steward.org/New-England-Sinai/Patients-and-Visitors/Patient-and-Family-Advisory-Council](http://steward.org/New-England-Sinai/Patients-and-Visitors/Patient-and-Family-Advisory-Council) and

Quarterly and Annually,
- The Council reports its accomplishments and Annual Report to the Quality and Safety Committee, PCAC (Patient Care Assessment Committee) and Board of Directors.
- The Council’s quarterly meeting minutes are also shared with the Board of Directors and the Quality and Safety Committee after each quarterly PFAC meeting.

Patient and Family Advisory Council Chapter: Provision of Care Policy is attached.

Budget
The Hospital maintains a budget within the Quality Management cost center for PFAC expenses, including but not limited to:
- Food
- Printing
- Postage
- Interpreters (if needed)
- PFAC Annual Conference
- Free parking is available

Co-Chairs
The PFAC Co-Chairperson holds the hospital position of Patient Advocate. The staff Chairperson was appointed by Senior Leadership in December 2012. A patient and/or family member Co-Chair position was filled this past year.
PFAC Members

<table>
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<tr>
<th></th>
<th>Name</th>
<th>Position/Location</th>
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<tbody>
<tr>
<td>1</td>
<td>Dave Baskin</td>
<td>Patient/Family Member, Holbrook, MA</td>
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<td>2</td>
<td>Susan Dowling</td>
<td>Patient Advocate</td>
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<td></td>
<td></td>
<td>PFAC Co-Chairperson</td>
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<td>3</td>
<td>Barry Gold</td>
<td>Patient/Family Member, Sharon, MA</td>
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<td>4</td>
<td>Amy Kopchell</td>
<td>Interpreter Services Manager</td>
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<td>Good Samaritan Medical Center/New England Sinai Hospital</td>
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<td>5</td>
<td>Kathy McCarthy</td>
<td>Patient/Family Member, Stoughton, MA</td>
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<td>PFAC Co-Chairperson</td>
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<td>6</td>
<td>Arlene O’Connor</td>
<td>Patient/Family Member, Randolph, MA</td>
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<td>7</td>
<td>Mary Beth Urquhart</td>
<td>Vice President of Patient Care Services / CNO</td>
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<td></td>
<td>RN, BSN, MBA, CPHQ</td>
<td>Director of Quality / Risk</td>
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<td>8</td>
<td>Patricia Wilkinson</td>
<td>Patient/Family Member, Randolph, MA</td>
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<td>9</td>
<td>Denise Frierson</td>
<td>ADHC Patient/Family Member, Avon, MA</td>
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<td>10</td>
<td>Al DiNapoli</td>
<td>Patient/Family Member, Walpole, MA</td>
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70% (7 out of 10) of PFAC members are patient/family members.

The PFAC serves in an advice-giving capacity and reports to the hospital Quality and Safety Committee and PCAC.

Membership Qualifications and Eligibility
Patient/family PFAC members represent the population served by the hospital. Members live and/or work in New England Sinai Hospital's primary and secondary service areas. They, or members of their families, have received care at New England Sinai within the past few years. The Council is comprised of men and women with diverse religious, ethnic and age backgrounds along with current patient representation.

Recruitment
Recruitment of patient/family members is a continuing goal and pursued via many venues:

- Patient Advocate has direct discussions with current patients and family members regarding PFAC membership opportunities
- Member personal recruitment
- Referrals from social work and other hospital providers
- PFAC applications are disbursed throughout the hospital in magazine racks
- PFAC application is included within the patient’s Admission book

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

- New England Sinai Hospital’s history mission, vision, values, and partnerships
- PFAC Policy
- Purpose of the PFAC
- PFAC council responsibilities
- HIPAA and patient confidentiality (same as hospital staff)
- Practical details (meeting schedule/location, parking)
- Attendance expectations
The roles and responsibilities of patient/family members are described in the PFAC Policy. All PFAC members sign the same confidentiality agreement as hospital staff.

- A member must be either an employee or current or former patient or family member of New England Sinai Hospital
- Meetings are held quarterly and membership is requested for a minimum of 1 year

Terms of Membership
The PFAC member term is two years. The maximum term is two two-year terms. The hospital may, in its sole discretion, extend the maximum term of a member to ensure rotating terms.

PFAC MEETINGS

The PFAC facilitator:
- Organizes and facilitates PFAC meetings
- Provides agenda items, topics and programs for PFAC review
- Arranges written minutes that are shared with the Quality and Safety Committee and PCAC
- Prepares and submits Annual Report
- Supports members
- Keeps a secure list of PFAC members and their contact information

Regular Meetings
PFAC met quarterly at 5:00 p.m. in a hospital conference room on:
- December 18, 2014
- March 19, 2015
- June 18, 2015
- September 17, 2015

PFAC Minutes are kept for a minimum of 5 years. Minutes are transmitted to the Quality and Safety Committee and Hospital Board of Directors following each PFAC meeting. PFAC agendas are available for review.

Committee Placement
- Three PFAC members sit on the hospital’s Ethics Committee
- A PFAC member attends the Board Meeting and presents quarterly minutes following each PFAC meeting
- Two PFAC members are part of the Quality and Safety Committee
- Two PFAC members are part of the Rewards and Recognition Committee

Goal Suggestions for 2015/2016
- PFAC Recruitment
- Develop and present a poster for 4th Annual PFAC Conference
- Completion and Implementation of Rapid Response Poster
- Assist in maintaining and improving the Press Ganey scores

**PFAC Impact and Accomplishments** (October 1, 2015 – September 30, 2015)

To date, the New England Sinai PFAC has provided their advice, recommendations and approval for:

<table>
<thead>
<tr>
<th>Suggestion</th>
<th>Initiative Undertaken</th>
<th>Outcome</th>
<th>Status</th>
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<tbody>
<tr>
<td>1. New PFAC Co-Chair</td>
<td>Council</td>
<td>A patient / family council member was nominated and unanimously accepted as Co-Chair.</td>
<td>Completed</td>
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<td>2. Rapid Response – 444 - Poster</td>
<td>Code Blue/Rapid Response Committee</td>
<td>1) The Code Blue/Rapid Response Committee requested the Council’s input concerning using a Poster with details to promote patient safety and engage patients and families. The poster would be displayed in hallways and sitting areas. 2) PFAC contributed input and created a demo poster which was approved by the Code Blue/Rapid Response Committee. 3) Council suggested the poster also be available in most popular spoken languages at Sinai.</td>
<td>Completed</td>
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<td>3. PFAC Recruitment - Application Form</td>
<td>PFAC Council Members</td>
<td>The Council’s application form was updated.</td>
<td>Completed</td>
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<td>4. PFAC Assessment Summary</td>
<td>Steward Corporate</td>
<td>Council members completed Corporate’s Assessment Tool which provided an overview summarizing areas that we are doing well, areas that are satisfactory and areas that we can improve. Council will continue to work on opportunities to involve new members.</td>
<td>Completed</td>
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<td>5. Cultural Awareness / Employee Badge</td>
<td>Steward Corporate</td>
<td>Council Member and Interpreter Services Manager presented a new corporate initiative – Drop in to “Stop.Think.Care.” The initiative was developed to increase employee awareness and sensitivity to the cultural difference in our vast patient population … and even in our own workforce. Monthly series are offered to employees to provide tools needed to deliver high quality patient care with an understanding of the diversity that exists within our diverse patient population and their families. Employee badge holders will be distributed to employees who speak two languages. This is a voluntary program. Employees who wish to participate will be available to assist with directions or any non-medical</td>
<td>Informational / Educational</td>
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<td>6. New Council Members</td>
<td>PFAC Council Members</td>
<td>Two new patient/family members joined the council this year. The Council will continue to recruit new members.</td>
<td>On going</td>
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<td>7. HCFA Annual Meeting Poster Session</td>
<td>PFAC Council</td>
<td>The Council submitted a poster for the 3rd Annual Health Care for All Annual Meeting – May 2015. The work that has been done to reduce Noise within the hospital was highlighted.</td>
<td>Completed</td>
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<td>8. Patient Care Link – Nursing’s Publically Reported Staffing Plans &amp; Measures</td>
<td>Council Member and Chief Nursing Officer</td>
<td>Chief Nursing Officer presented the public website <a href="http://www.patientcarelink.org">www.patientcarelink.org</a>. The site contains data on hospital performance. Every quarter, Sinai sends data on patient falls with injury and pressure ulcers. The Council was informed that Sinai has signed up with a Steward-wide initiative to prevent falls. The staffing plan for 2014 vs. actual was also shared.</td>
<td>Informational/Educational</td>
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<tr>
<td>9. PFAC Logo and PFAC Approved Stamp</td>
<td>Corporate</td>
<td>A Patient and Family Advisory Council logo was created for all Steward PFACs use. In addition, a PFAC “approved” stamp was also created. Both logos have been implemented.</td>
<td>Completed</td>
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<td>10. 2015 PFAC Conference</td>
<td>Council Chair</td>
<td>Council Chairperson attended the 3rd Annual PFAC Conference hosted by Health Care for All. The Council presented their Poster – A Healing Environment.</td>
<td>Completed</td>
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<td>11. Patient Satisfaction Trending Data</td>
<td>Quality Management Department</td>
<td>Press Ganey Dashboards reflecting patient satisfaction were presented at each meeting.</td>
<td>Informational</td>
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<td>12. Experience of Care – Action Plan</td>
<td>Quality Management Department</td>
<td>Press Ganey survey satisfaction scores are used as a baseline for each department head to establish an action plan to improve patient satisfaction within their respective areas. Quarterly Press Ganey scores associated with the particular action items were shared to show the measurement trend.</td>
<td>Ongoing</td>
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Reviewed and approved by the New England Sinai Hospital’s Patient and Family Advisory Council on September 17, 2015.
Submitted by:  _______________________________________________________
Susan Dowling, Patient Advocate and PFAC Co-Chairperson
Susan.Dowling@Steward.org
781.297.1153

and

______________________________________________________________
Katherine McCarthy, PFAC Co-Chairperson

Date:   September 30, 2015