

PATIENT AND FAMILY ADVISORY COUNCIL (PFAC)

ANNUAL REPORT 2016

PFAC MEMBERSHIP ORIENTATION/RE-ORIENTATION	COMPLETED BY
<ul style="list-style-type: none"> • PFAC Tools for orientation and re orientation to BID-Milton including: Code of Conduct Statement Information Security and Privacy Statement PFAC Mission/Vision/Value Statement Membership Roster Meeting Schedule 	October 2015
<ul style="list-style-type: none"> • PFAC Charter: Revisions to PFAC ByLaws/Charter including term limits for Co-Chairs and modifications to Guiding Principles to align with Association for PFACs 	October –December 2015
<ul style="list-style-type: none"> • PFAC Annual Report Review Fiscal Year 2015 	October 2015
TOPICS REVIEWED /ADVISED	COMPLETED BY
<ul style="list-style-type: none"> • Updates from Patient Experience Steering Committee and invitation to PFAC members to attend these monthly meetings 	October 2015
<ul style="list-style-type: none"> • Identification of priority areas of interest for FY 15- Community members “brainstorm” (see below) <ol style="list-style-type: none"> 1. Discussion of End of Life Care and relationship with Hospice 2. Discussion of Opiod addiction crisis and the social, health and family issues that contribute to the problem 3. Recruitment of more diverse PFAC membership 4. How Hospital case managers and staff help families place patients in Skilled Nursing facilities 5. Marketing updates and the impact of closing Quincy Medical Center 6. Parking updates 	October 2015
<ul style="list-style-type: none"> • Update from Integrated Learning Consortium meeting held on 10/7/15 PFAC member is active in this effort • Update on Milton Substance Abuse Coalition work 	October 2015
<ul style="list-style-type: none"> • Introduction of new Hospital member, Maureen Burns Johnson, Patient Relations Manager • Announcement of resignation of two community members LeeAnn Cerretani and Nancy Ahearn • Updates from Hospital President Peter Healy regarding impact of closure of Quincy Medical Center; growth in Orthopedic surgery due to addition of new Orthopedic surgeon Dennis Burke; enhancement of surgical PA program; selection of hospital as recipient for CHART 2 Grant to address development of an integrated approach to managing behavioral health patients in the ER; facility expansion plans including additional private beds • Presentation from Barbara Sarnoff Lee and Caroline Moore who lead the 	December 2015

<p>Patient Family Advisory Council at BIDMC and Paul Tarsa, member of the BIDMC hospital wide PFAC</p> <ul style="list-style-type: none"> • Presentation from BIDMC included discussion of structure of 5 PFACs at BIDMC; membership on hospital committees; role of PFAC to consult on quality improvement projects, space design; provide feedback on web and print materials; participation in focus groups and retreats; discussion of PFAC advisory role and how topics are developed and brought to the PFACs 	
<ul style="list-style-type: none"> • Introduction of New Co-Chairs for PFAC 2016: Charlene Neu and Vicki McCarthy • Discussion of public internet access and other IT initiatives • Presentation by consultants used for the development of Community Health Needs Assessment outlined the process and findings from the assessment • Opportunity for PFAC members to provide input and comment on findings; perception of unmet need in the hospital's three primary service area towns were identified in the study; stakeholder interviews conducted by consultants included identification of priority areas of Behavioral Health, Elder Health, Access to Care, Chronic Disease and Cancer • Findings to be presented to the Community Benefits Advisory Committee and will be the foundation for a Community Health Needs Assessment and Improvement Plan to be finalized in the spring 2016; PFAC member participates on this Committee 	<p>February 2016</p>

<ul style="list-style-type: none"> • Review of final draft of revised Patient Guide used for all inpatients in the hospital; drafts were sent to PFAC members in advance to allow time for review and comment and suggestions from PFAC members at the meeting were incorporated into final draft of the Guide • Update on CHART 2 Grant and discussion about the new care model in the ED to manage behavioral health patients; opportunity for PFAC to learn about new care model and ask questions of Care Integration manager 	<p>May 2016</p>
<ul style="list-style-type: none"> • Report on Care Rounds, a new nursing initiative to reduce patient falls, improve patient satisfaction, and improve nurse satisfaction • PFAC members requested an update after the program has been in place for a few months and some data collection regarding reduction in call bells and other metrics becomes available • Analysis of differences between male and female responses on Press-Ganey Patient Satisfaction surveys and plans to convene several focus groups to validate findings and clarify what makes the difference between a "great" rating and a more ordinary experience for patients • Report on recipients of mini grants awarded by the Hospital to local community groups 	<p>June 2016</p>
<ul style="list-style-type: none"> • Development of new program to provide companionship for hospitalized patients at the end of life presented by Director of Volunteer services and based on a model used in other states called No One Dies Alone • Program is in early stages of planning and development and PFAC input 	<p>August 2016</p>

<p>helped clarify key aspects of the proposed pilot program; reports on roll out of the program and periodic updates will be provided</p> <ul style="list-style-type: none"> • Discussion of focus group findings regarding gender differences in Press Ganey responses • Two focus groups held in June to help identify perceived differences in responses • Report on Statewide PFAC Conference sponsored by Health Care for All; two PFAC members attended conference • Update on computer kiosk in public area of the Hospital for use by patients and visitors; completion delayed until Fall 	
<p>EVALUATION/MEASUREMENT OF SUCCESS</p>	<p>COMPLETED BY</p>
<ul style="list-style-type: none"> • Membership Survey distribution 	<p>August 2016</p>
<p>Summary of 2016 PFAC member survey responses:</p> <p>Seventy five percent (75%) of PFAC members who had attended at least half of the meetings in FY 15 completed surveys. Of these respondents, 92% indicated that they thought the PFAC provided valuable feedback and advice to Hospital administration and staff on topics discussed over the past year. Among these topics, there was a great deal of consensus on several that were particularly pertinent to promoting strong channels for communication and positive relationships between patients, their families and the Hospital. These included discussion of new nursing initiative Care Rounds; revisions to the BID-Milton Patient Guide; discussion about Community Health needs assessment and findings; discussion about the new Behavioral Health Care model in the ED supported by CHART 2 grant funds; discussion about Focus Group findings related to gender differences in Press Ganey survey responses; and discussion of proposed volunteer initiative to provide companionship to patients at the end of life. Composite scores for the relevance of these topics to the work of the PFAC were all high and no topics presented at meetings were rated below a composite score of 4 on a scale of 1 to 5.</p> <p>One hundred percent (100%) of survey responses confirmed that the PFAC was dedicated to meeting the mission of BID-Milton and 100% of members who returned surveys indicated that they were interested in continuing their membership on the BID-Milton PFAC. Members provided comments on what they believed to be the most valuable or effective aspect of PFAC work. These included</p> <ul style="list-style-type: none"> • Belief that hospital staff truly listen to what PFAC community members say and value their input and made more effort this year to present topics to the PFAC for input and consideration earlier in the development process • Belief that PFAC members offer experience and community perspective and that the hospital values this input • Confirmation by members that they are better informed about issues at the hospital through their participation in PFAC 	<p>October 2016</p>

<p>Some members expressed concerns about not having a more broadly representative membership from the Hospital's service area. One new member who is Chinese and resides in Quincy will join the PFAC in October 2016. Two other members who joined PFAC in the past two years also represent a diversity of cultural backgrounds. Continued efforts to recruit new members will remain a priority in 2017.</p>	
<p><i>This Annual report is posted onto the Beth Israel Deaconess Hospital-Milton's website to provide information to the public and to comply with the Massachusetts Department of Public Health regulations. Details of the Beth Israel Deaconess Hospital-Milton's Patient and Family Advisory Council's work are recorded in the minutes of each meeting.</i></p>	<p>October 2016</p>