



**Patient and Family Advisory Council (PFAC) Report
Annual Report
2018**

**Patient and Family Advisory Council
Established 2010**

**Pediatric (Family & Children) PFAC
Established 2015**

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*Nantucket Cottage Hospital is an affiliate of Massachusetts General Hospital
and a member of Partners HealthCare*

General Information:

Nantucket Cottage Hospital (NCH) is located on an island 30 miles south of the Massachusetts mainland. NCH delivers health care under unique circumstances: providing quality facilities, programs and services to a year-round population of approximately 17,000 residents, which increases to almost 60,000 during the summer months, all while being isolated from the mainland. This 107-year-old hospital includes 19 in-patient beds, a wide range of modern diagnostic and treatment capabilities for both emergency and ongoing care, as well as surgical, labor and delivery, laboratory, outpatient, and numerous other outreach services and programs.

Purpose:

The Patient and Family Advisory Councils (PFACs) work in partnership with the leadership and the clinical staff of Nantucket Cottage Hospital to create an environment of patient and family centered care across the entire institution. The PFACs provide a forum for sharing information that helps shape and incorporate patient and family centered care into day to day, long range, hospital community outreach and operations. These forums help to provide the organization with a sense of the NCH experience from the perspective of patients and their families.

PFAC Organization:

The Patient Family Advisory Councils (PFAC) at Nantucket Cottage Hospital have two major focus areas, Adult/General Health and Pediatric Health. The PFACs have a total of 45 members. There are 34 members from the community and 9 members are hospital staff. As required by Massachusetts

regulation at least half of the 45 members are patients, former patients or family members.

Council membership is comprised of patients, family members, NCH staff, members of hospital leadership and the Board of Trustees, as well as NCH Advisory Council members. Members from both Councils participate on several of the Hospitals committees including:

- Emergency Preparedness
- Nursing Executive Council
- Medical Staff
- Board of Trustees
- Advisory Council
- Quality Committee
- Antibiotic Stewardship
- New Build- transition lobby management
- Hospital Volunteer program

The council continues to review publicly reported quality information (Perception of Care and Quality reports). This effort of collaborating with departments on areas identified for improvement have resulted in increased patient experience scores because of recommendations made by the PFAC. An example was the addition of “White Boards” to the Emergency Department exam rooms that include anticipated wait times for lab and imaging test results.

The Council consists of interested individuals throughout the island community and has representation from year-round as well as seasonal members. Members are recruited on an ongoing basis using word of mouth, recommendations from existing members, applications attached to the annual reports on the hospital web site, staff and contact with community based organizations. Emphasis for recruiting new membership have undertaken several measures to assure proportional representation of the PFACs. This includes outreach by attending Spanish religious services, and other gatherings to reach out to the Spanish-speaking members of the community in order to create and maintain a diverse group that represents the community served by NCH.

To encourage participation the hospital also offers conference calls for member convenience, meetings at a time determined by member availability, and payment for attendance at PFAC and other state-wide conferences. Occasionally, children attend meetings for the Pediatric PFAC meetings to support parent participation.

PFAC is supported by the NCH Clinical Projects Director who serves as PFAC Staff Liaison/Coordinator, co-chair for the Adult/General PFAC and Chair for the Pediatric PFAC. The Adult/General PFAC's co-chair is also one of the Vice Chairs of the Hospital Board of Trustees. The Hospital's Quality Committee is responsible for the oversight of the PFACs. This is accomplished by monthly reports to the Quality committee, a summary of activities to the Board of Trustees and a report to the PCAC, whose chair is also a PFAC member and Vice Chair of the Hospital Board of Trustees.

The PFACs meet at least eight times per year. Sub -committees and ad hoc task forces meet as deemed necessary.

Racial / Ethnic Diversity and Community Representation:

According to the 2016 Nantucket Data Platform, most of the residents on Nantucket are White (89%), higher than the statewide figure of 76%. The U.S. Census Bureau identified in the 2011-2015 that the percentage of foreign born persons are at 16.3%.

There were several PFAC Patient and Family Advisors who spoke the following as their primary language: Spanish, Portuguese, and dialects from Eastern European countries.

Nantucket Cottage Hospital takes a leadership role in the community, serving as an example to other business and organizations in creating a robust and ongoing medical interpreter program. Several of our members have been trained and serve as interpreters in a per diem capacity for the hospital. They also volunteer their time to other organizations when interpreters are needed. The fact that these members serve on the council brings diversity to the forefront of all council projects to ensure that forms, flyers etc. are translated to be inclusive of our non-English speaking community members. PFAC agendas are developed by staff or staff with input from members, distributed by email and at the meetings. Input into agenda items is solicited either during the meetings or via email prior to the next meeting. The agenda for future meetings is set at the preceding meeting.

Orientation and Continuing Education:

Orientation for PFAC members has been developed specifically for PFAC members. The training is done in person and includes a review of Massachusetts law relating to PFACs and PFAC policies, member roles and responsibilities, as well as:

- Concepts of patient and family centered care;
- General hospital orientation;
- History of the PFAC and how it fits within the organization's structure to include information about the Hospital Board of Trustees and the Advisory Council;
- The role and expectation of members;
- Safety concerns related to patient, family and facility issues;
- Review of: PFAC policy, a Conflict of Interest disclosure: confidentiality policies, corporate compliance information; handling of complaints; Hospital Mission, vision and values; The Patients' Bill of Rights; harassment prevention policies; Notice of privacy Practice; (which addresses patients' privacy rights and our confidentiality commitment) safety, emergency preparedness including fire drills.

The FY 2018 Goals developed by staff and PFAC members include:

- Review Perception of Care data and collaborate and recommend strategies with staff to have a positive impact on that perception;
- Recommend strategies to address communication on the construction of Nantucket’s new hospital;
- Communicate progress and the impact of construction related noise to patients and families;
- Collaborate with the Foundation to support the “Wellness Found Here” community health fair for the adult population;
- Coordinate with the Foundation to stage the “Be Well” Health Fair targeting the pediatric population;
- Increase membership that is inclusive of the diverse community that represents Nantucket;
- Conduct community outreach that identifies needs (for example, the Sailing Stork Fund) and any others identified as the year progresses;
- Review the new hospital plans with ongoing participation that brings the voices of patients and families into the future facility;
- Educate PFAC members on what services our organization provides;
- Educate the community on the Antimicrobial Stewardship by communicating the safest and most appropriate use of antibiotic and antimicrobial drugs to ensure the best of care for the Nantucket community;
- Updating the hospital website;

- Educate our PFACs on what other organizations can provide;
- Identify and make available PFAC training to staff and PFAC members;
- Participate in the Community Health Initiative

FY 2018 PFAC Impact and Accomplishments

Adult PFAC:

- PFAC collaborated with the Foundation to put on the Annual Health Fair that took place on October 21, 2017 at the Nantucket Yacht Club. Flu shots were administered at no charge to the community. There were approx. 100 hi dose flu shots given to those over 65 and approx. 70 of the regular doses for those 18 and over. There were 37 participating vendors and approximately 200 community members. The Annual Health Fair provided an opportunity to highlight new hospital initiatives such as the progress on the new hospital, the Epic portal and antibiotic stewardship.
- Annual Health Fair 2018/2019 discussion is already underway. The timing and its location will need be moved to later in the season to accommodate using space in the new hospital. The idea of collaborating with other organizations is also being considered, for example the Senior Centers.
- PFAC member participation in hospital committees: The Co-Chair of the Adult PFAC committee also joined the “antibiotic stewardship”

team bringing vast knowledge of the pharmaceutical world and the ability to relay the information communicated to the community by gathering input from the other members of PFAC.

- PFAC member participates in welcoming new staff to NCH by spearheading a welcoming approach and collaborating with HR to determine how PFAC can facilitate an organizational approach to welcome new staff. (Gift bags, buddy system, etc.)
- PFAC member serves on the new build Lobby Management team to help identify patient flow through the new building and provides insight and input from the patient's perspective on process, function, and flow.

PediPFAC:

- Two nationally known presenters, Scott Poland, PhD and Stephen Gray Wallace spoke at a workshop last August called: "Parenting in Challenging Times: Building Success and Resiliency." This all-day event incorporated time with mental health clinicians, followed by a presentation to middle and high school teachers and teaching assistants and ended with a community forum for parents. A discussion took place on how the PEDI PFAC parenting discussion can continue. This discussion will be brought to the Behavioral Health Task Force through the Co-chair. The Task Force met with the PFAC to further continue this conversation.

- **Resources:** A representative from Early Intervention was the guest speaker at the December meeting. The focus was on getting a comprehensive understanding of the resources available to the community.
- **Teal Pumpkin Project** is raising awareness of food allergies and promoting inclusion of all trick-or-treaters throughout the Halloween season. Placing a teal pumpkin on your doorstep means you have non-food treats available, such as glow sticks or small toys. This simple act promotes inclusion for trick-or-treaters with food allergies or other conditions. The project was promoted through the distribution of flyers and The Chamber of Commerce. Additionally, 100 mini teal pumpkins were available for people and downtown businesses to pick up from the Handlebar Café. The teal pumpkin could be placed on the doorstep of households or businesses. Households or businesses with a teal pumpkin displayed signifies that there are non-food treats available, such as glow sticks or small toys for children with allergies.
- **Sailing Stork Fund** "helps bring Nantucket's newest back to the nest". This fund helps alleviate some of the financial and emotional stress a family may incur should they need to go off island for medical care. Pop up craft shows continue under the Sailing Stork team. A PFAC member has sponsored the Stork bronze anchor ornament to be used as a fundraiser. These ornaments are available by contacting the Foundation Office at Nantucket Cottage Hospital. The group is working on creating a Board Committee and tightening up its process to

determine how best to disseminate funding. It has supported four families thus far.

- Be Well Health Fair took place Sunday March 11, 2018 from 1:00pm-4:30PM at the Great Harbor Yacht Club. Co-Chairs collaborated with the Foundation. The Fair was made possible in part by a grant from the Community Foundation's Nantucket Fund and Nantucket Cottage Hospital. Each year this event has gained in popularity and has attracted approximately 225 participants. It has also proven to be a wonderful opportunity for the many organizations to be in the same space and connect for a common cause. Pedi PFAC is in the midst of planning and collaborating with the Foundation to put the "Be Well" health Fair in the spring at the new hospital. The list of vendors will include but are not limited to: Autism Speaks; Christine Smith, Social Worker; Pathways; ASAP; NAMI; Gosnold; Infection Control; Community Sailing; Nantucket Community Pool; Nantucket Community School – camp; Nantucket Community School – kids; CHIP; Sustainable Nantucket; Family Planning; Nantucket New School; Sailing Stork; NCH Patient Gateway; S.T.A.R.; Sail to Prevail; Fairwinds Center; Nantucket Therapy Center; Early Intervention; NCH Emergency; Nantucket Atheneum; Nantucket Fire Department; NCH Insurance and Social Services; Kathleen Minihan Nutrition; Island Acupuncture; Sunny Daily Doula; NCH Sports Medicine; NCH Labor and Delivery; Briarpatch Pediatrics; Nantucket Community School; Adam's camp; ACK Eye; Nan Puppets; Gillian Myers; Floyd Kellogg; Chiropractic; Pediatric dental; Materials/Swag. Any vendor interested in promoting health and wellness in the pediatric population is welcome.

- **Antibiotic Stewardship:** A presentation to the Adult and Pedi PFAC committees was made on Antibiotic Stewardship. The presentation was very informative. The advisors gave constructive feedback on how to make the presentation more community centered (e.g. pictures of a Petri dish). They also discussed how to communicate this information to care providers in the community that are not NCH staff (e.g. Optometrists, Pediatricians, Dentists etc.). This collaborative presentation was well received by advisors and the presenter felt that she gained a broader insight into the community and end users. The Co-chair also serves on this committee and was available at the Antibiotic Stewardship table at the Be Well Health Fair that was held on March 11, 2018. This was a great community outreach for this effort.
- Individual members of PFAC participated in the Community Health Initiative planning process. Hospital staff identified PFAC participants who provided feedback and perspective to the consultants leading the process. One of the Pediatric PFAC members has served as one of the lead health sector chairs working with a group to develop strategies and move the process forward preparing for grant submissions. Several PFAC members continue to work tirelessly with the Community Health Initiative to distribute funds. In 2017 \$762,000 was awarded in grant funding to 13 non-profit recipients which seek to address the island's most pressing health issues through collaborative, innovative, and sustainable programs.

Challenges

- Challenge 1: Our PFAC continues to be challenged in recruiting diverse members from our community and having those members fully participate in PFAC activities. Diversity is not simply about race and ethnicity. The PFAC is also diverse from an age perspective. There is a blend of young working members as well as retired members. This makes it challenging for those who work all day who try to maintain a family/home balance and then volunteer.
- Challenge 2: During FY2017-FY2018 our usual meeting space became unavailable due to the construction of the new hospital, requiring us to find alternative locations that could accommodate the meeting and were conveniently located with parking. This proved difficult. To be off site without the ability to have conference calls made it very difficult for members to participate.

The annual report will be posted on the hospital web site [at this link](#)