

Holy Family Hospital Patient and Family Advisory Council 2020 Annual Report

(PFAC activities in fiscal year 2020 (July 1, 2019 – June 30, 2020))

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 name is noted below:

- Eva Ruiz

Section 2: PFAC Organization

This year, the PFAC use the following recruitment approach:

- Hospital publications
- Recruitment brochures
- Word of mouth/through existing members

Total number of staff members on the PFAC: 9

Total number of patient/family member advisors on the PFAC: 4

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
- Translator or interpreter services

Section 3: Community Representation

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

Racial and ethnic groups in this area:

	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	
14a. Our defined catchment area								UTD
14b. Patients the hospital provided care to in FY 2020	14%	1.29%	2%	5%	59%	46%	33%	
14c. the PFAC patient and family advisors in FY 2020								UTD

Languages spoken in this area:

	Limited English Proficiency (LEP) %
15a. Patients the hospital provided care to in FY 2020	28%
15b. PFAC patient and family advisors in FY2020	0%

Percentage of patients that the hospital provided care to in FY 2020, spoke the following as their primary language?

	%
Spanish	16
Portuguese	19
Chinese	05
Haitian Creole	12
Vietnamese	16
Russian	04
French	07
Mon-Khmer/Cambodian	03

Italian	06
Arabic	22
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%

Section 4: PFAC Operations

Development of Agenda:

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

Method of communication:

- The group communicates via email only. There were a few conference calls during the pandemic.

FY 2020 goals and objectives: (same in FY 2019):

- Recruitment
- Choose appropriate projects for the group.
- Create a reporting schedule for PFAC to review and discuss the hospital reporting items.
- Goals and objectives were developed by PFAC patient/family member advisors and staff collectively.

Sub-groups developed:

- The group will be working with the Patient Experience Committee in 2021.

Annual report shared:

- PFAC submits all annual reports to the hospital Board of Directors.

Section 5: Orientation and Continuing Education

- No new members for FY 2020.

When new members are added, the orientation content includes:

- History of the PFAC
- Hospital performance information
- Information on how PFAC fits within the organization's structure
- Massachusetts law and PFACs
- PFAC policies, member roles and responsibilities

Member training:

- The PFAC members do not receive specific training, however they do receive the monthly hospital scorecard which outlines the hospital results of all quality metrics for the calendar year. There is discussion that takes place regarding the hospital performance.

Section 6: PFAC Impact and Accomplishments

The following information only concerns PFAC activities in FY 2020.

Accomplishment	Idea came from (choose one)	PFAC role can be best described as (choose one)
<p>Accomplishment 1: The PFAC team worked on a booklet for inpatients. The booklet contained crossword puzzles and activities to keep the patient occupied during their downtime. This project did not get finalized prior to COVID.</p> <p>We will revisit this in 2021.</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

The four greatest challenges the PFAC had in FY 2020:

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: Educating the staff members about the hospital PFAC. Let and their ability to help with hospital projects.
Challenge 3: Attendance: Member availability is limited at times.
Challenge 4: Since the hospital has budgeting constraints, the PFAC does not have access to regular resources. This can be difficult for the group to work on projects.

PFAC staff members sit on the following committees:

- Ethics Committee
- Quality and Safety committee
- Patient Experience of Care

Members on these hospital-wide committees report back to the PFAC about their work. The patient and family advisors do not serve on any hospital-wide committees at this time.

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

- Patient experience/satisfaction scores (HCAHPS, ED and Ambulatory Surgery satisfaction results) Medicare Hospital Compare (Such as complications and readmissions)
- Maternity Care (Such as C-sections, episiotomies, breast feeding, elective deliveries)
- Resource use (Such as length of stay)

PFAC did not participate in activities related to:

- Massachusetts law regarding PFAC
- State or national quality of care initiatives
- Research studies.

Holy Family Hospital posts all Annual Reports on the hospital website, located in the PFAC section.

www.holyfamily-hospital.org/about-us/patient-and-family-advisory-council

This Annual PFAC Report was completed by hospital staff and approved by the HFH Patient Care Assessment Committee and Senior Leadership.