

# 2023 Patient and Family Advisory Council Annual Report Form

The survey questions concern PFAC activities in fiscal year 2023 only: (July 1, 2022 – June 30, 2023).

**COVID-19 Pandemic Continued During This Time Period**

## Section 1: General Information

### 1. Hospital Name: Heywood Hospital

NOTE: Massachusetts law requires every hospital to make a report about its PFAC publicly available. HCFA strongly encourages the completion of an individual report for each hospitals-wide PFAC.

#### 1a. Which best describes your PFAC?

We are one of several PFACs for a system with two hospitals.



1b. Will another PFAC at your hospital also submit a report? No

1c. Will another hospital within your system also submit a report? Yes, Athol Hospital

### 2. Staff PFAC Co-Chair Contact:

2a. Name and Title: Dayna Stahl, RN,DNP,MSN/Ed CNO,VP Patient Care Services

2b. Email: Dayna.Stahl@heywood.org

2c. Phone: 978-630-6453

### 3. Patient/Family PFAC Co-Chair Contact:

3a. Name and Title: Robert Juma, PFAC member

3b. Email: Juma@epicwellnessLLC.com

3c. Phone: 978-660-0239

### 4. Is the Staff PFAC Co-Chair also the Staff PFAC Liaison/Coordinator? No

### 5. Staff PFAC Liaison/Coordinator Contact:

6a. Name and Title: Barbara Nealon,LSW,CHW,SWAC,CDVC,CCJS Director of Care Transitions

6b. Email: Barbara.Nealon@heywoo.org

6c. Phone: 978-630-6386

## Section 2: PFAC Organization

### 6. This year, the PFAC recruited new members through the following approaches:

- Word of mouth/through existing members
- on our website

### 7. Total number of staff members on the PFAC: 4

### 8. Total number of patient or family member advisors on the PFAC: 10

9. The name of the hospital department supporting the PFAC is: Nursing & Care Transitions –Social Service, Case Management, Utilization Management and Multicultural Services

10. The hospital position of the PFAC Staff Liaison/Coordinator is: Care Transitions Director

11. The hospital provides the following for PFAC members to encourage their participation in meetings:  
 Conference call phone numbers or “virtual meeting” options “Using Zoom for Meetings”

**Section 3: Community Representation**

12. Our hospital’s catchment area is geographically defined as: Gardner, Ashburnham, Baldwinville, Hubbardston, Templeton, Westminster, Winchendon

13. The racial and ethnic groups in these areas include (please provide percentages; if you are unsure of the percentages check “don’t know”):

	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	
13a. Our defined catchment area	0%	1%	2%	0%	86%	1%	7%	
13b. Patients the hospital provided care FY	0.1%	0.6%	1.6%	0%	91.1%	4.1%	4.8%	
13c. The PFAC patient and family advisors in FY	0%	0%	.25%	0%	0.5%	0%	.25%	

14. The languages spoken in these areas include (please provide percentages; if you are unsure of the percentages select “don’t know”):

	Limited English Proficiency (LEP) %	
14a. Patients the hospital provided care to in FY 2023	1.7%	
14b. PFAC patient and family advisors in FY 2023	.25%	

14c. What percentage of patients that the hospital provided care to in FY 2023 spoke the following as their primary language?

	%
Spanish	1%

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%

14d. In FY 2023, what 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%

\*Swahili is the other language

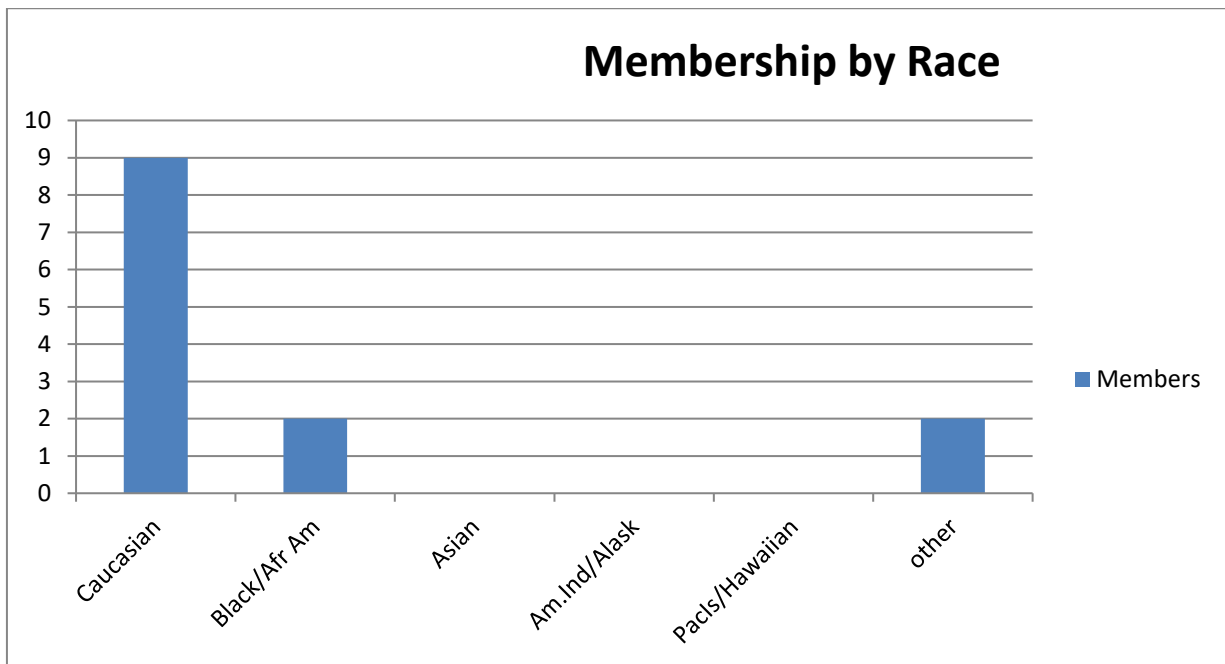
**15. The PFAC is undertaking the following activities to ensure appropriate representation of our membership in comparison to our patient population or catchment area:**

- **Race** We have African American/Black, Hispanic/Latino and Caucasian representation we have opportunity for Asian, American Indian/Alaskan Natives and Pacific Islander/Hawaiian candidates as well as additional Hispanic/Latino and African American/Black representation.
- **Ethnicity** This area demonstrates more diversity of our membership
- **Language** Of our membership members are bilingual in 2 Spanish and 1 Swahili ; along with the hospital’s Multicultural Service Department we look to identify candidate opportunities for membership growth with other languages within the community which will add to our racial and ethnic diversity.
- **Gender** 5 men on committee; an opportunity for more men identified.

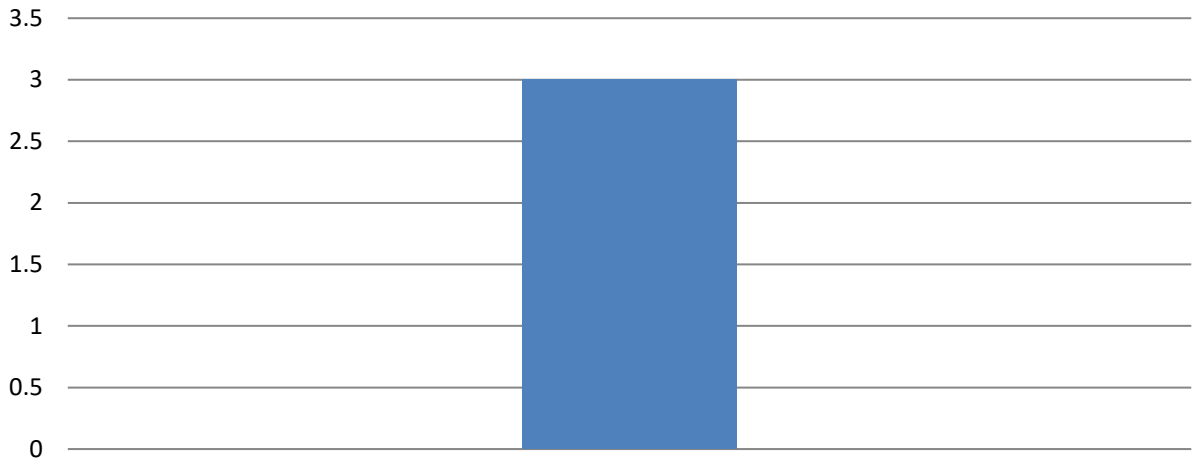
- **Location City/Town** Ashburnham, Baldwinville and Winchendon resident opportunity identified as well as for the other towns with only 1 person representing them would be beneficial,
- **Employment** 3 retired the others are currently employed; we may benefit from representation for the unemployed and those unable to work due to disability and adding more retirees may add additional perspectives to the team and better represent the communities in which we serve.
- **Age** Membership age represents 40years of age-79 years of age; opportunity for younger and older candidates have been identified and looking to add those areas to our membership.

Through the leadership at Heywood Hospital, we have all been tasked with identifying patient/family representatives. Attempting to recruit and retain membership from those groups identified above as needing to be representative to the committee; PFAC membership is also empowered to recruit members from the communities of which we serve.

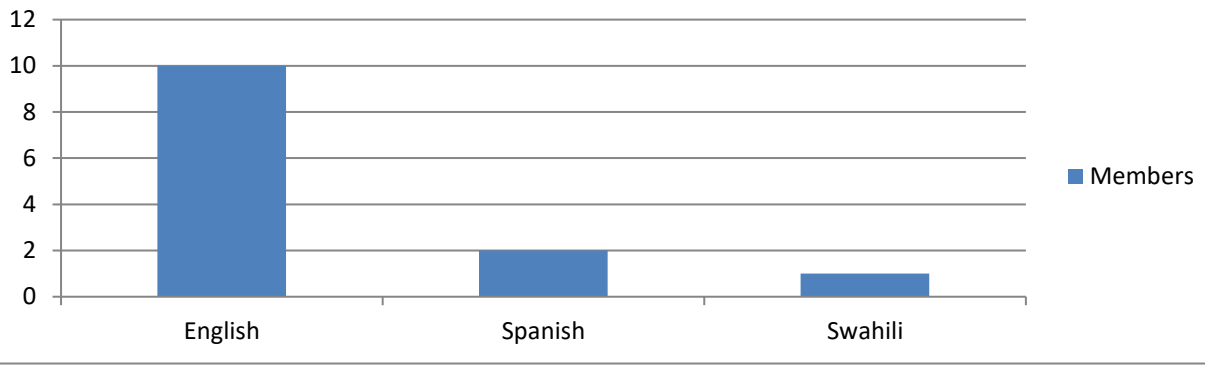
*With all this noted, we continue to meet during the COVID-19 Pandemic via phone/video/remotely. We've seen a decline in participation and uncertain if it is due to the use of phone or video for meetings or as the result of the Pandemic. As of June of 2020 we pulled the Heywood & Athol PFAC's together to provide them with an update on the State of Both Hospital's. It was at this time, they our patients/families decided to meet more frequently to keep informed of our service areas numbers and learn how the hospital's system is working during this pandemic-in disaster preparedness jointly. We also changed the meeting times to see if we'd experience better attendance.*



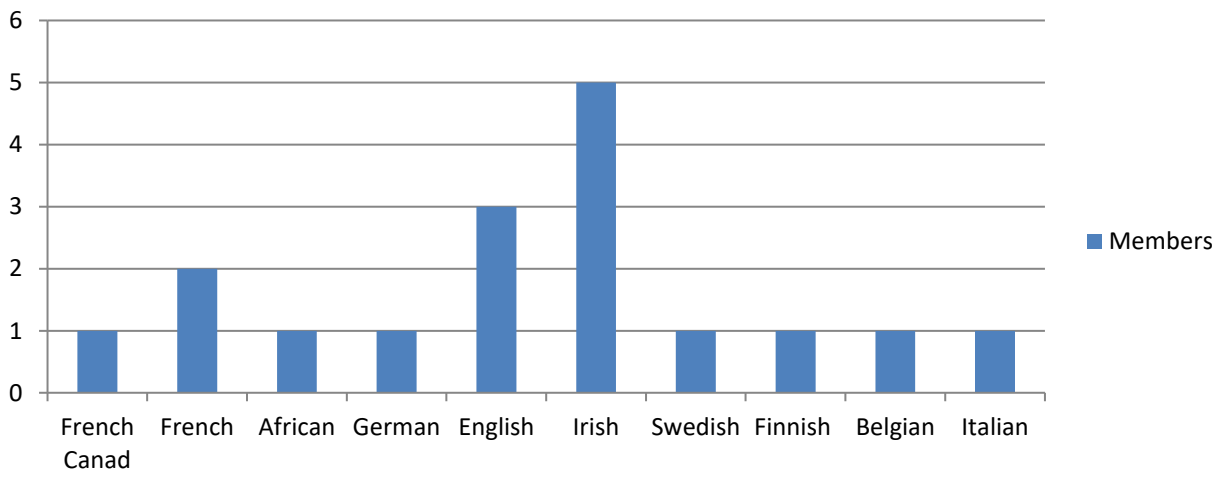
### Hispanic/Latino Indicator



### Language of Membership



### Membership by Ethnicity



## Section 4: PFAC Operations

**16. Our process for developing and distributing agendas for the PFAC meetings (choose):**

X PFAC members and staff develop agenda together based on discussions coming up at meetings and/or staff identify topics needing to be addressed. This past year they requested updates from various areas during the Pandemic as it applies; we presented information on our new DoN and solicited their feedback ; various department updates on working through the pandemic and beyond.

**17. The PFAC goals and objectives for 2023 were:**

Developed by staff and reviewed &/or revised by PFAC members

**18. The PFAC had the following goals and objectives for 2023:**

- Remain updated and participate with recommendations to the hospital planning during the pandemic and keep updated with more frequent meetings during the Pandemic
- Remain patient/family and staff focused –especially due to issues associated with a pandemic
- Continue to promote PFAC activities/participation
- Add membership
- Add more members to the PFAC Patient Liaison position

**19. Please list any subcommittees that your PFAC has established: None**

**20. How does the PFAC interact with the hospital Board of Directors:**

- PFAC submits annual report to Board through the Quality Department

**21. Describe the PFAC's use of email, listservs, or social media for communication: We use email, phone and Zoom for meetings.**

## Section 5: Orientation and Continuing Education

**22. Number of new PFAC members this year: 2 added in June.**

**23. Orientation content included: PFAC Orientation Packet- policies, member roles and responsibilities**

**24. The PFAC received training on the following topics: Refer below Section 6 for details**

## Section 6: FY 2023 PFAC Impact and Accomplishments

*The following information concerns PFAC activities in the fiscal year 2021.*

**25. Please share the following information on the PFACs accomplishments and impacts:**

25a. What were the three greatest accomplishments/impacts of the PFAC related to providing feedback or perspective? *WE experienced many accomplishments and embraced this opportunity for sharing across our healthcare system different perspectives working through the COVID-19 Pandemic and beyond.*

Accomplishment/Impact	Idea came from (choose one)
<p><b>Accomplishment/Impact 1: Continuation of the PFAC Liaison Position</b></p> <p>PFAC member identified the opportunity for him to help create a PFAC Patient Liaison role on a nursing unit, to visit patients in real time and address any areas or concerns they may have and brings those to the RN or Nurse Manager on the Unit in real time.</p> <p>Goal was to improve patient satisfaction. However, our staff also benefited by the PFAC Liaison visits; improving morale during the Pandemic and after the Pandemic ended May 14, 2023. This program was so well received the PFAC Liaison was asked to help support our other Unit after seeking this success. We continue to recruit other PFAC members to participate.</p>	<p>X Patient/family advisors of the PFAC</p>
<p><b>Accomplishment/Impact 2:</b></p> <p>Combined PFAC meetings through the pandemic has been successful over the Pandemic and will plan to continue. Goal: To continue to improve communication and standardize meeting between both hospitals.</p>	<p>X Patient/family advisors of the PFAC</p>
<p>Hospital Safety &amp; Workplace Violence and Patient Safety- Provided an overview of the Security Department; Staff relocation to show presence; rounding in high risk areas to monitor climate conducted OSHA driven-facility assessment; PFAC membership -made several recommendations and continue to provide feedback to team. Continuing to work on Emergency Preparedness; Code Silver Drills, situational awareness mandatory annual education &amp; much more</p>	<p>X Patient/family advisors of the PFAC</p> <p>X Department, committee, or unit that requested PFAC input</p>

25b. What were the three greatest accomplishments/impacts of the PFAC related to influencing the institution's financial and programmatic decisions?

Accomplishment/Impact	Idea came from (choose one)
<p><b>Accomplishment/Impact 1,2,3 +</b></p> <p>Pandemic Planning-Updating PFAC on what the hospital did from July-May 2023 during the pandemic addressing patient / family safety, quality and access to services and care</p> <p>The Infection Prevention Department kept the PFAC up-to-date with the public health and hospital progress during and post pandemic.</p>	<p><input checked="" type="checkbox"/> Patient/family advisors of the PFAC</p> <p><input checked="" type="checkbox"/> Department, committee, or unit that requested PFAC input</p> <p>The Infection Prevention Department has been an essential part of the PFAC committee and will continue post pandemic</p>
<p>Introduction/New Position Created: Patient Advocate-The Quality &amp; Risk Department introduced staff hired and role and responsibilities of the position. Membership embraced the role and active participation from the Advocate at our meetings. She provides information on types of issues identified and follows up in real time with departments as needed and follow up with the individual post intervention. Advocate also receives + comments and shares that information as well.</p>	<p><input checked="" type="checkbox"/> Patient/family advisors of the PFAC</p> <p><input checked="" type="checkbox"/> Department, committee, or unit that requested PFAC input</p>
<p>Quality &amp; Risk Dept Introduced new Risk Management Director role and responsibilities moving forward. The creation of the Quality &amp; Safety Committee and invited PFAC membership on that committee. Goal to prevent adverse events, regulatory compliance and improvement of processes. Director provides metrics to committee for ongoing information, feedback and recommendations</p>	<p><input checked="" type="checkbox"/> Department, committee, or unit that requested PFAC input</p>



25c. What were the three greatest accomplishments/impacts of the PFAC related leading/co-leading programs and initiatives? **Refer to above noted 25 A&B.**

Accomplishment/Impact	Idea came from (choose one)
<p><b>Accomplishment/Impact 1,2,3 +</b></p> <p>Following topics were discussed by membership included but not limited to:</p> <ul style="list-style-type: none"> <li>• Quality &amp; Risk Dept Introduced new -next step focusing on the patient experience &amp; clinical quality, equity and inclusion; and continue to provide Leap Frog, Press Ganey and Other Performance &amp; Improvement metrics</li> <li>• Patient/Family complaints specific to: Length of time to discharge a patient, coordinating discharges earlier in the day; improve visitation of provider visits</li> <li>• Surgical Pavilion DoN Presentation and feedback from PFAC solicited</li> <li>• Relocation of new MRI site, parking for patients, visitors and staff -relocation due to construction</li> <li>• Potential merger with other healthcare system; regular updates; future discussions</li> <li>• Complexity of patient care cases increasing with families refusing to care for children and adults; not enough behavioral health beds; SUD; guardianships etc. and strain on hospital resources</li> <li>• With the end of the pandemic what changes would be made update-</li> </ul>	<p><input checked="" type="checkbox"/> Patient/family advisors of the PFAC</p> <p><input checked="" type="checkbox"/> Department, committee, or unit that requested PFAC input</p> <p>To keep membership updated, informed and solicit feedback</p> <p>Working along side other hospital wide depts-such as Patient Registration, Nursing, Social Service, Multicultural Services, our DEI Committee, regulatory agencies etc. effective JC standards 1/1/23. Joint Commission, CMS and Mass Health regulatory standards tied into future reimbursement; RELD, Race, Ethnicity, Language, SOGI, Sexual Orientation and Gender Identity and HRSN Health Related Social Needs focus. Many meetings had and will continue. Several PFAC members serve on our DEI Committee and actively participating in these groups. Much more work to do.</p>

specific to PPE, visitation  
Medicare 3 midnight rule  
and effects on our patients  
etc.

**26. The five greatest challenges the PFAC had in FY 2023:**

**Challenge 1: Revisiting meeting times for more attendance**

**Challenge 2: Adding membership representing other groups not represented as noted**

**Challenge 3: n/a**

**27. The PFAC members serve on the following hospital-wide committees, projects, task forces, work groups, or Board committees:**

Care Transitions , Community Benefits ,Culturally Competent Care-Diversity & Inclusion (DEI Committee, Ethics, Lesbian, Patient and Family Experience Improvement, Quality and Safety

**28. How do members on these hospital-wide committees or projects report back to the PFAC about their work? Share updates at meetings.**

**29. The PFAC provided advice or recommendations to the hospital on the following areas mentioned in the Massachusetts law (check all that apply): Examples sited 26 c.**

- PFAC Liaison position rounding with patients, families and staff.
- Patient education on safety and quality matters
- Quality improvement initiatives

**30. PFAC members participated in the following activities mentioned in the Massachusetts law:**

- Advisory boards/groups or Standing hospital committees that address quality, Task forces

**31. The hospital shared the following public hospital performance information with the PFAC (check all that apply): all noted above**

**32. Please explain why the hospital shared only the data you checked in Q 32 above:** as noted above PFAC membership also requests specific topics be shared and follow up with those requests

**33. Please describe how the PFAC was engaged in discussions around these data in #32 above and any resulting quality improvement initiatives:** . as noted above

**34. The PFAC participated in activities related to the following state or national quality of care initiatives (check all that apply):**

34a. National Patient Safety Hospital Goals

- Identifying patient safety risks, Preventing infection, Using medicines safely

34b. Prevention and errors

- Care transitions (e.g., discharge planning, passports, care coordination, and follow up between care settings)
- Hand-washing initiatives
- Safety

34c. Decision-making and advanced planning

- End of life planning (e.g., hospice, palliative, advanced directives)
- Improving information for patients and families
- Informed decision making/informed consent

34d. Other quality initiatives

- Other (Please describe): Pandemic related activities

**36. Were any members of your PFAC engaged in advising on research studies?**

No- Our IRB representative from PFAC resigned from PFAC this year.

**37. In what ways are members of your PFAC engaged in advising on research studies? Are they:**

If there was one it would be reported off by PFAC member. None noted this year.

**38. How are members of your PFAC approached about advising on research studies?**

n/a

**39. About how many studies have your PFAC members advised on? None presented this year.**

n/a

## **Section 7: PFAC Annual Report**

*We **strongly** suggest that all PFAC members approve reports prior to submission.*

**40. The following individuals approved this report prior to submission (list name and indicate whether staff or patient/family advisor):** Report was emailed out to membership and received approval from the following members: Patient/Family: R.Juma, L.Whetzel, Staff: D.Stahl, B.Nealon

**41. Describe the process by which this PFAC report was completed and approved at your institution (choose the best option).** Staff wrote report and PFAC members reviewed it and were asked for feedback.

Massachusetts law requires that each hospital's annual PFAC report be made available to the public upon request. Answer the following questions about the report:

**42. We post the report online.** Yes, link: Heywood.org

<https://www.heywood.org/about-us/patient-and-family-advisory-council>

**43. We provide a phone number or e-mail address on our website to use for requesting the report.**

- Yes, phone number 978-630-6386

**44. Our hospital has a link on its website to a PFAC page.**

- Yes, link: <https://www.heywood.org/about/patient-and-family-advisory-council/patient-and-family-advisory-council>