

2024 Patient and Family Advisory Council Annual Report Form

The survey questions concern PFAC activities in fiscal year 2024 only: (July 1, 2023 – June 30, 2024).

Section 1: General Information

NOTE: Massachusetts law requires every hospital to make a report about its PFAC activities publicly available by October 1 each year. Submitting the report to Betsy Lehman Center for inclusion on its website will fulfill that requirement.

1. **Hospital Name:** South Shore Hospital, part of South Shore Health

2. **PFAC Name:**

2a. **Which best describes your PFAC?**

- We are the only PFAC at a single hospital – **skip to #3 below**
- We are a PFAC for a system with several hospitals – **skip to #2C below**
- We are one of multiple PFACs at a single hospital
- We are one of several PFACs for a system with several hospitals – **skip to #2C below**
- Other (Please describe):

2b. Will another PFAC at your hospital also submit a report?

- Yes
- No
- Don't know

2c. Will another hospital within your system also submit a report?

- Yes
- No
- Don't know

3. **Staff PFAC Co-Chair Contact:**

3a. Name and Title: Susan Romano, Manger, Patient Experience Department

3b. Email: sromano@southshorehealth.org

3c. Phone: 781-624-4145

Not applicable

4. **Patient/Family PFAC Co-Chair Contact:**

4a. Name and Title: Nadine Shweiri

4b. Email: dinishweiri@gmail.com

4c. Phone: 617-633-1718

Not applicable

5. **Is the Staff PFAC Co-Chair also the Staff PFAC Liaison/Coordinator?**

- Yes – skip to #7 (Section 1) below
- No – describe below in #6

6. **Staff PFAC Liaison/Coordinator Contact:**

6a. Name and Title:

6b. Email:

6c. Phone:

Not applicable

Section 2: PFAC Organization

7. This year, the PFAC recruited new members through the following approaches (check all that apply):

- Case managers/care coordinators
- Community based organizations
- Community events
- Facebook, Twitter, and other social media
- Hospital banners and posters
- Hospital publications
- Houses of worship/religious organizations
- Patient satisfaction surveys
- Promotional efforts within institution to patients or families
- Promotional efforts within institution to providers or staff
- Recruitment brochures
- Word of mouth/through existing members
- Other (Please describe): Internal clinician / leader recommendations
- N/A – we did not recruit new members in FY 2024

8. Total number of staff members on the PFAC: 5

9. Total number of patient or family member advisors on the PFAC: 12

10. The name of the hospital department supporting the PFAC is: The Patient Experience Department

11. The hospital position of the PFAC Staff Liaison/Coordinator is: Manager, Patient Experience Department

12. The hospital provides the following for PFAC members to encourage their participation in meetings (check all that apply):

- Annual gifts of appreciation
- Assistive services for those with disabilities
- Conference call phone numbers or “virtual meeting” options
- Meetings outside 9am-5pm office hours
- Parking, mileage, or meals
- Payment for attendance at annual PFAC conference
- Payment for attendance at other conferences or trainings
- Provision/reimbursement for childcare or elder care
- Stipends
- Translator or interpreter services
- Other (Please describe):
- N/A

Section 3: Community Representation

The PFAC regulations require that patient and family members in your PFAC be “representative of the community served by the hospital.” If you are not sure how to answer the following questions, contact your community relations office or check “don’t know.”

13. Our hospital’s catchment area is geographically defined as: South Shore of Massachusetts, South of Boston to Cape Cod.



14. 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		
14a. Our defined catchment area*	0%	7%	13%	0%	67%	13%	7%	<input type="checkbox"/> Don't know	
14.b. Patients the hospital provided care to in FY 2024	0.1%	2.8%	7.9%	0.1%	80.6%	6.6%	4.8%	<input type="checkbox"/> Don't know	
14c. The PFAC patient and family advisors in FY 2024	0%	8%	8%	0%	84%	0%	0%	<input type="checkbox"/> Don't know	

*Data source = US Census Bureau American Community Survey 5-year 2018-2022

15. 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) %	
15a. Patients the hospital provided care to in FY 2024		<input checked="" type="checkbox"/> Don't know
15b. PFAC patient and family advisors in FY 2024	0%	<input type="checkbox"/> Don't know

15c. What percentage of patients that the hospital provided care to in FY 2024 spoke the following as their primary language?

	%
Portuguese	2.3%
Spanish	0.8%
Haitian Creole	0.6%
Creole	0.4%
Vietnamese	0.3%
Arabic	0.3%
Cantonese	0.2%
Chinese	0.1%
Mandarin	0.1%
Albanian	0.1%
Other	0.1%

15d. In FY 2024, 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%
Jamaican Patois	8.3%

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

- Continually identifying opportunities to recruit new members that add to the diversity of our current Council membership.
- Specifically asking applicants about how they would add to the diversity of the Council.

- Participating in the Community Health Needs Assessment process and targeted initiatives to identify health issues, target populations, future community benefit activities and community engagement opportunities.

Section 4: PFAC Operations

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

- Staff develops the agenda and sends it out prior to the meeting
- Staff develops the agenda and distributes it at the meeting
- PFAC members develop the agenda and send it out prior to the meeting
- PFAC members develop the agenda and distribute it at the meeting
- PFAC members and staff develop agenda together and send it out prior to the meeting. (Please describe below in #17a)
- PFAC members and staff develop agenda together and distribute it at the meeting. (Please describe below in #17a)
- Other process (Please describe below in #17b)
- N/A – the PFAC does not use agendas

17a. If staff and PFAC members develop the agenda together, please describe the process: Meeting agendas are developed by the VP of Quality and Safety along with PFAC co-chairs. Topics are based on feedback from PFAC members, organizational strategic goals, patient and family experiences and new South Shore programs, initiatives and services.

17b. If other process, please describe:

18. The PFAC goals and objectives for 2024 were: (check the best choice):

- Developed by staff alone
- Developed by staff and reviewed by PFAC members
- Developed by PFAC members and staff
- N/A – we did not have goals for FY 2024 – **Skip to #20**

19. The PFAC had the following goals and objectives for 2024:

- Leveraging the PFAC in efforts to advance health equity including providing feedback on the organization’s health equity strategic plan as well as new workflows to screen for health related social needs and connect patients with resources as appropriate.
- Advising on the cultural shift away from “comfort measures only” to “comfort focused care”.
- Advising on the Community Health Needs Assessment process and the identification of target populations.
- Evaluating patient facing materials to ensure describing new programs, initiatives and services (i.e. South Shore Hospital Departure Lounge).
- Supporting the Ethics Committee (one PFAC member to serve as a community representative on the Committee).
- Advising on the growth and expansion of the Ethics Consult process for patients and families.
- Providing feedback on of the Hospital at Home Program (launched summer 2024).

20. Please list any subcommittees that your PFAC has established:

- N/A

21. How does the PFAC interact with the hospital Board of Directors (check all that apply):

- PFAC submits annual report to Board
- PFAC submits meeting minutes to Board
- Action items or concerns are part of an ongoing “Feedback Loop” to the Board
- PFAC member(s) attend(s) Board meetings
- Board member(s) attend(s) PFAC meetings
- PFAC member(s) are on board-level committee(s)
- Other (Please describe):
- N/A – the PFAC does not interact with the Hospital Board of Directors

22. Describe the PFAC’s use of email, listservs, or social media for communication: The PFAC utilizes email, phone, and meetings (both in-person and virtual) for communication.

- N/A – We don’t communicate through these approaches

Section 5: Orientation and Continuing Education

23. Number of new PFAC members this year: 2

24. Orientation content included (check all that apply):

- “Buddy program” with experienced members
- Check-in or follow-up after the orientation
- Concepts of patient- and family-centered care (PFCC)
- General hospital orientation
- Health care quality and safety

- History of the PFAC
- Hospital performance information
- Immediate "assignments" to participate in PFAC work
- Information on how PFAC fits within the organization's structure
- In-person training
- Massachusetts law and PFACs
- Meeting with hospital staff
- Patient engagement in research
- PFAC policies, member roles and responsibilities
- Skills training on communication, technology, and meeting preparation
- Other (Please describe below in #24a)
- N/A – the PFAC members do not go through a formal orientation process

24a. If other, describe:

25. The PFAC received training on the following topics:

- Concepts of patient- and family-centered care (PFCC)
- Health care quality and safety measurement
- Health literacy
- A high-profile quality issue in the news in relation to the hospital (e.g., simultaneous surgeries, treatment of VIP patients, mental/behavioral health patient discharge, etc.)
- Hospital performance information
- Patient engagement in research
- Types of research conducted in the hospital
- Other (Please describe below in #25a)
- N/A – the PFAC did not receive training

25a. If other, describe:

Section 6: FY 2024 PFAC Impact and Accomplishments

The following information concerns PFAC activities in the fiscal year 2024.

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

26a. What were the three greatest accomplishments/impacts of the PFAC related to providing feedback or perspective?

Accomplishment/Impact	Idea came from (choose one)
<p>Accomplishment/Impact 1:</p> <p>Comfort-focused Care: Council provided feedback to the Palliative Care Team on the organization’s cultural shift away from “comfort measures only” to “comfort focused care.” PFAC provided feedback and recommendations on needed community education around end-of-life care, how to prepare for death and dying, establishing a health care proxy, etc.</p>	<input checked="" type="checkbox"/> Patient/family advisors of the PFAC <input checked="" type="checkbox"/> Department, committee, or unit that requested PFAC input
<p>Accomplishment/Impact 2:</p> <p>Hospital at Home: Council attended a meeting with the Hospital at Home Team (launched summer 2024) to provide feedback on the program from the patient and family perspective. PFAC reviewed and provided feedback on the patient experience survey questions that will be sent to Hospital at Home patients.</p>	<input checked="" type="checkbox"/> Patient/family advisors of the PFAC <input checked="" type="checkbox"/> Department, committee, or unit that requested PFAC input
<p>Accomplishment/Impact 3:</p> <p>Department Rebranding: The Council provided feedback on the rebranding of the “Office of Experience and Engagement”, also known as Patient Relations or Patient Advocacy. PFAC provided feedback that “Patient Experience” was a term that would resonate with patients and families while also more accurately depicting the role of the department.</p>	<input checked="" type="checkbox"/> Patient/family advisors of the PFAC <input checked="" type="checkbox"/> Department, committee, or unit that requested PFAC input

26b. 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>Accomplishment/Impact 1:</p> <p>Patient Experience Surveys: The Council reviewed system-wide performance on patient experience surveys, measures and comments – several survey measures are tied to financial performance in government/commercial quality contracts and programs. Members provided ideas on performance improvement opportunities.</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>Accomplishment/Impact 2:</p> <p>Health Related Social Needs: The Council reviewed new inpatient workflows to screen patients for health related social needs (HRSNs) – food, housing, ability to pay for medication, transportation, etc.) and process to connect patients with resources through Social Work.</p>	<p><input type="checkbox"/> Patient/family advisors of the PFAC</p> <p><input checked="" type="checkbox"/> Department, committee, or unit that requested PFAC input</p>
<p>Accomplishment/Impact 3:</p> <p>Health Equity Strategic Plan: The Council review the organization's first-ever health equity strategic plan developed in 2023. PFAC provided feedback on the organization's statement of health equity and four strategic goals centered on HRSN screening, training of colleagues, identifying and reducing disparities, and screening patients for disability status and accommodation needs.</p>	<p><input type="checkbox"/> Patient/family advisors of the PFAC</p> <p><input checked="" type="checkbox"/> Department, committee, or unit that requested PFAC input</p>

26c. What were the three greatest accomplishments/impacts of the PFAC related leading/co-leading programs and initiatives? NA

Accomplishment/Impact	Idea came from (choose one)
<p>Accomplishment/Impact 1:</p>	<p><input type="checkbox"/> Patient/family advisors of the PFAC</p> <p><input type="checkbox"/> Department, committee, or unit that requested PFAC input</p>

Accomplishment/Impact 2:	<input type="checkbox"/> Patient/family advisors of the PFAC <input type="checkbox"/> Department, committee, or unit that requested PFAC input
Accomplishment/Impact 3:	<input type="checkbox"/> Patient/family advisors of the PFAC <input type="checkbox"/> Department, committee, or unit that requested PFAC input

27. The five greatest challenges the PFAC had in FY 2024:

Challenge 1: Stabilization: Changes in PFAC membership; some long-standing members resigned prompting additional recruitment of new members.

Challenge 2: PFAC Diversity: While the Council is an extremely dedicated group who is committed to meeting the needs of all patients who receive care across the system, we need to ensure membership reflects the diverse community we serve.

Challenge 3: PFAC and PFCC Education: Dedicating resources to the support of more meaningful PFAC member education.

Challenge 4: Participation: Optimizing meeting days/times, formats and venues to ensure consistent and full participation of Council members; offering other ways to participate as a PFAC member outside of quarterly and ad hoc meetings.

Challenge 5: Best Practices: Sharing best practices with other hospitals to leverage lessons learned from our shared experiences.

N/A – we did not encounter any challenges in FY 2024

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

- Behavioral Health/Substance Use
- Bereavement
- Board of Directors
- Care Transitions
- Code of Conduct
- Community Benefits
- Critical Care
- Culturally Competent Care
- Discharge Delays
- Diversity & Inclusion
- Drug Shortage
- Eliminating Preventable Harm
- Emergency Department Patient/Family Experience Improvement
- Ethics
- Institutional Review Board (IRB)
- Lesbian, Gay, Bisexual, and Transgender (LGBT) – Sensitive Care
- Patient Care Assessment
- Patient Education
- Patient and Family Experience Improvement
- Pharmacy Discharge Script Program

- Quality and Safety
- Quality/Performance Improvement
- Surgical Home
- Other (Please describe):
- N/A – the PFAC members do not serve on these – **Skip to #30**

29. How do members on these hospital-wide committees or projects report back to the PFAC about their work?

- Members report on committee participation and projects during quarterly PFAC meetings.

30. The PFAC provided advice or recommendations to the hospital on the following areas mentioned in the Massachusetts law (check all that apply):

- Institutional Review Boards
- Patient and provider relationships
- Patient education on safety and quality matters
- Quality improvement initiatives
- N/A – the PFAC did not provide advice or recommendations to the hospital on these areas in FY 2024

31. PFAC members participated in the following activities mentioned in the Massachusetts law (check all that apply):

- Advisory boards/groups or panels
- Award committees
- Co-trainers for clinical and nonclinical staff, in-service programs, and health professional trainees
- Search committees and in the hiring of new staff
- Selection of reward and recognition programs
- Standing hospital committees that address quality
- Task forces
- N/A – the PFAC members did not participate in any of these activities

32. The hospital shared the following public hospital performance information with the PFAC (check all that apply):

32a. Complaints and serious events

- Complaints and investigations reported to Department of Public Health (DPH)
- Healthcare-Associated Infections (National Healthcare Safety Network)
- Patient complaints to hospital
- Serious Reportable Events reported to Department of Public Health (DPH)

32b. Quality of care

- High-risk surgeries (such as aortic valve replacement, pancreatic resection)
- Joint Commission Accreditation Quality Report (such as asthma care, immunization, stroke care)
- Medicare Hospital Compare (such as complications, readmissions, medical imaging)
- Maternity care (such as C-sections, high risk deliveries)

32c. Resource use, patient satisfaction, and other

- Inpatient care management (such as electronically ordering medicine, specially trained doctors for ICU patients)
- Patient experience/satisfaction scores (e.g. HCAHPS - Hospital Consumer Assessment of Healthcare Providers and Systems)
- Resource use (such as length of stay, readmissions)
- Other (Please describe): Hospital @ Home Program

N/A – the hospital did not share performance information with the PFAC – **Skip to #35**

33. Please explain why the hospital shared only the data you checked in Q 32 above:

- Meetings topics during July '23 – June '24 timeline pertain to data listed above.

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

- Subject matter experts lead discussions and share PFAC feedback with health system leaders to use when working on performance improvement initiatives. As a member of the PCAC and QSV Committees, the community member PFAC co-chair reviews quality data with hospital leadership and helps to inform performance improvement initiatives.

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

35a. National Patient Safety Hospital Goals

- Identifying patient safety risks
- Identifying patients correctly
- Preventing infection
- Preventing mistakes in surgery
- Using medicines safely
- Using alarms safely

35b. Prevention and errors

- Care transitions (e.g., discharge planning, passports, care coordination, and follow up between care settings)
- Checklists
- Electronic Health Records –related errors
- Hand-washing initiatives
- Human Factors Engineering
- Fall prevention
- Team training
- Safety

35c. Decision-making and advanced planning

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

35d. Other quality initiatives

- Disclosure of harm and apology
- Integration of behavioral health care
- Rapid response teams
- Other (Please describe): Advancing health equity
- N/A – the PFAC did not work in quality of care initiatives

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

- Yes
 No – Skip to #40 (Section 6)

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

- Educated about the types of research being conducted
 Involved in study planning and design
 Involved in conducting and implementing studies
 Involved in advising on plans to disseminate study findings and to ensure that findings are communicated in understandable, usable ways
 Involved in policy decisions about how hospital researchers engage with the PFAC (e.g. they work on a policy that says researchers have to include the PFAC in planning and design for every study)

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

- Researchers contact the PFAC
 Researchers contact individual members, who report back to the PFAC
 Other (Please describe below in #38a)
 None of our members are involved in research studies

38a. If other, describe:

39. About how many studies have your PFAC members advised on?

- 1 or 2
 3-5
 More than 5
 None of our members are involved in research studies

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):

- Carol Keohane, SVP, Chief Quality & Safety Officer, South Shore Health
- Adrienne Gerlach, VP, Quality & Safety, South Shore Health
- Susan Romano, Manager, Patient Experience & Co-Chair PFAC, South Shore Health
- Nadine Shweiri, Co-chair PFAC (Patient/Family Advisor)

41. Describe the process by which this PFAC report was completed and approved at your institution (choose the best option).

- Collaborative process: staff and PFAC members both wrote and/or edited the report
 Staff wrote report and PFAC members reviewed it
 Staff wrote report
 Other (Please describe):

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: <https://www.southshorehealth.org/about-us/patient-and-family-centered-care>
- No

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

- Yes, phone number/e-mail address: 781-624-8888 / patientexperience@southshorehealth.org
- No

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

- Yes, link: <https://www.southshorehealth.org/about-us/patient-and-family-centered-care>
- No, we don't have such a section on our website