



**BETSY
LEHMAN
CENTER**
for Patient Safety

Massachusetts PFAC Fall Forum 2024

October 29, 2024



 Southcoast® Health

Southcoast Health Patient and Family Advisory Council

Southcoast Health Cares About My Diabetes

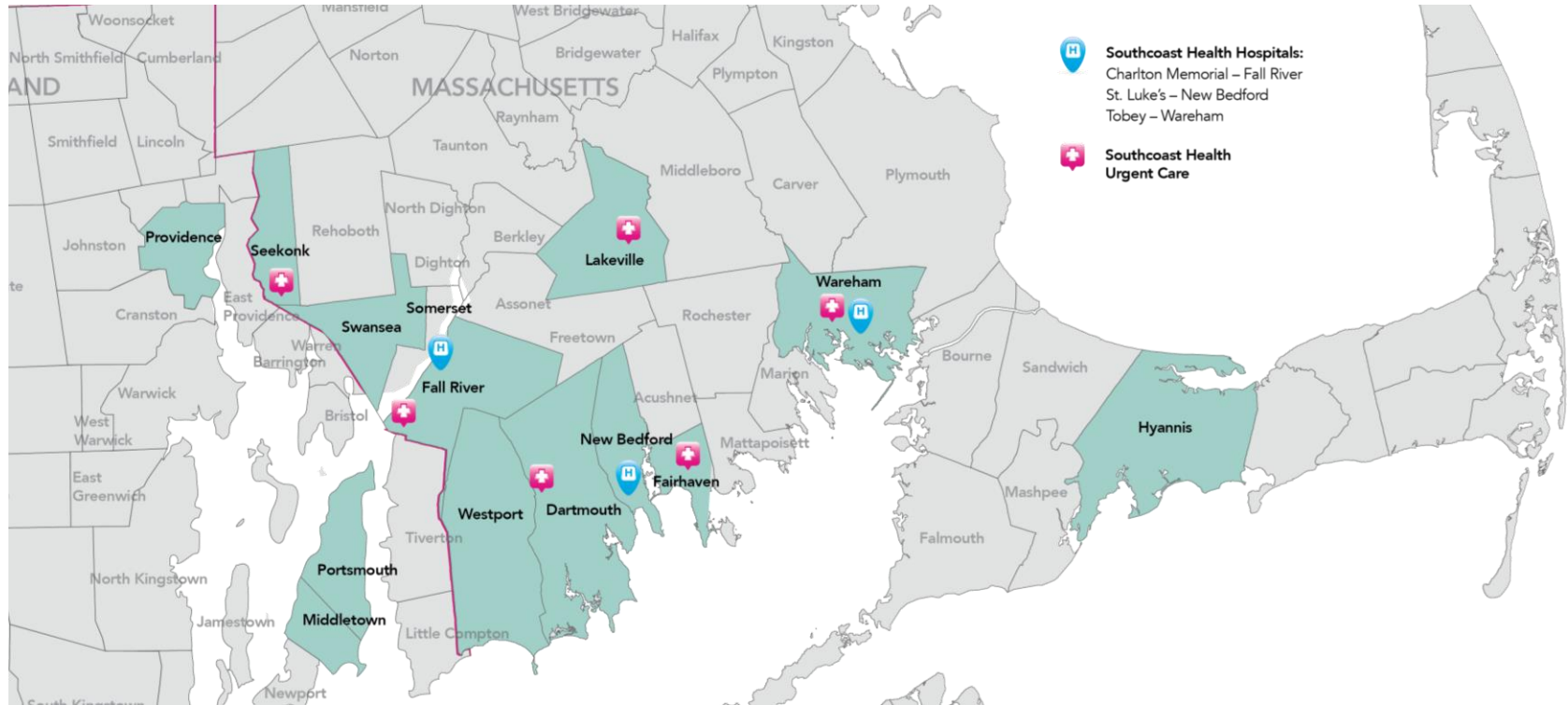


Lindsay Dowd, RN, CCM; Southcoast Physicians Group Clinical Practice Manager

Yinka Oluwole, CPXP; PFAC Cochair & Executive Director of Service Excellence & Patient Experience

More than medicine.

About Southcoast Health



About Southcoast Health



3
Hospitals



787
Beds



3,000+
Births



76
Clinics



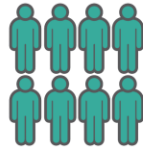
1.4M+
Outpatient Visits



30,000+
Inpatient Discharges



675
Physicians



230,000+
Patients



7,500+
Employees

About Southcoast Health PFAC



17

PFAC Community Advisors



16

Ongoing Projects/Initiatives



1 Project Per Qtr.

PFAC Advisors Annual Goals



Selection and Involvement



- + Onboarding to our PFAC
 - + Robust Application and Interview Process
- + Project Communication
 - + All advisors or
 - + Select few advisors
- + Selection of members for involvement
 - + Time availability
 - + Experience and Insights
 - + Commitment and passion
 - + Diversity



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PFAC Community Advisors





Southcoast Cares About My Diabetes

Grant info

- Participation in **BCBSMA/IHI's** “Equity Action Community” → awarded \$1.7M to address disparities in DM care
- **Period:** January 2023 – June 2024
- **Project team:** Variety of disciplines, including CHWs, nurses, pharmacists, primary care, endocrinology
- **Partnerships:** Boys & Girls Club, YMCA South Coast

Aims

- Reduce **disparities** in diabetes management and outcomes for our most at risk populations
- Provide a **holistic approach to diabetes management**
- Improve culturally competent race, ethnicity, and language (**REaL**) data collection in Epic



Intervention Components

+ Multilingual Groups/Materials

- + Home visits
- + 1:1 support (Pharmacy/CHW)
- + Digital Platform

+ Community Events

- + Boys/Girls Club
- + Solanus Food Pantry
- + Cape Verde Festival
- + Boo at the Buttonwood Park Zoo
- + Podkawa 5K

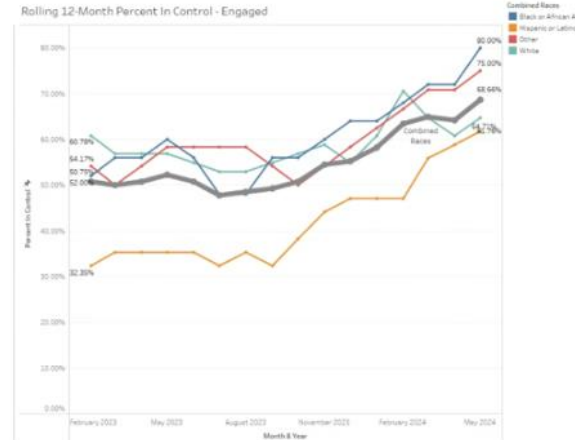




T2D: Project Outcomes

- + 805 patients received outreach
- + 146 patients participated in group visits (+1 engaged in other aspects)
- + **Results so far:**
 - We see overall trend of increase in % of patients with A1c ‘in control’ (<9)

Group (engaged)	Pre	Post
All n=147	48.98% (n=72)	76.19% (n=112)
Hispanic/Latino n=36	30.56% (n=11)	66.67% (n=24)
Black/African American n=28	46.43% (n=13)	78.57% (n=22)
Entire Diabetes Reg N=32,520	48.31% (n=15,712)	52.47% (n=17,062)



Southcoast Cares About My Diabetes “PFAC Effect”

PFAC Member: Mary Lou Francis

Ongoing feedback to EAC Grant Team

- Active participation in workgroup meetings
- Provided feedback and review of educational tools/materials
- Provided updates regarding questions and trends in patient community (ie monitoring technology)
- Advocacy to focus on mental health aspects of diabetes in education and patient feedback

Monthly updates to PFAC Team

Southcoast Health President’s Team Award!





Outcomes and Impact

- + Challenges and Lessons Learned
 - + PFAC member was very committed to the project
 - + Consistent patient focus
- + Sustaining Engagement
 - + Ongoing review of updates made based on success

FY25 Planning for PFAC



- + **Expand involvement** by PFAC Patient and Family Advisors in committees and initiatives
- + **Increase awareness** across the Southcoast Health System of the role of PFAC
- + **Use PFAC to drive Southcoast Values** and the **Southcoast Way**

One of our PFAC applicants shared a powerful reminder about the impact of small gestures in patient care:

- + *“As a PFAC member I want to ensure all healthcare workers know it's just an extra hello or a smile that sometimes makes all the difference to a patient.”*



Den Dennis Demarinis (2016)



Federal patient safety measure

Asks acute and non-acute care hospitals to attest to practices or programs that fall into 5 domains

1. Leadership commitment to eliminating preventable harm
2. Strategic planning and organizational policy
3. Culture of safety and learning health systems
4. Accountability and transparency
5. Patient and family engagement

Domain 5: Patient and family engagement

The effective and equitable engagement of patients, families, and caregivers is essential to safer, better care.

Hospitals must **embed patients, families, and caregivers** as coproducers of safety and health through **meaningful involvement in safety activities, quality improvement, and oversight.**

Our hospital's Patient and Family Advisory Council includes patients and caregivers of patients who are **diverse and representative of the patient population.**

Our hospital has a Patient and Family Advisory Council that ensures patient, family, caregiver, and community input to safety related activities, including **representation at board meetings, consultation on safety goal-setting and metrics, and participation in safety improvement initiatives.**

Patients have comprehensive access to and are **encouraged to view their own medical records** and clinician notes via patient portals and other options, and the hospital provides **support to help patients interpret information that is culturally and linguistically appropriate** as well as submit comments for potential correction to their record.

Our hospital incorporates **patient and caregiver input about patient safety events or issues** (such as patient submission of safety events, safety signals from patient complaints or other patient safety experience data, patient reports of discrimination).

Our hospital supports the presence of family and other designated persons (as defined by the patient) as essential members of a safe care team and **encourages engagement in activities such as bedside rounding and shift reporting, discharge planning, and visitation 24 hours a day, as feasible.**

How the measure will work

- Released in August 2024
- Each year, hospitals will attest to the statements, beginning in calendar year 2025
- Safety measure score will be published on medicare.gov in September 2026
- Hospitals that do not report on the measures will see a reduction in annual CMS payment in fiscal year 2027

Mass General Brigham
Cooley Dickinson Hospital

Cynthia Suopis, PhD

Past PFAC Co-Chair. Current Board
of Trustee Member

Lisa Ekus

Current PFAC Co-Chair

Goals of our presentation

- 1. Build a strong PFAC during and post COVID
- 2. Integrate PFAC in our Hospital and Community
- 3. Intentional Patient Voice integration in Quality and Safety

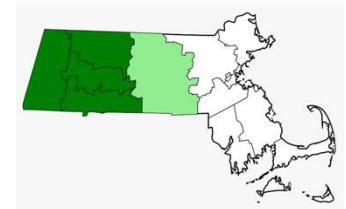
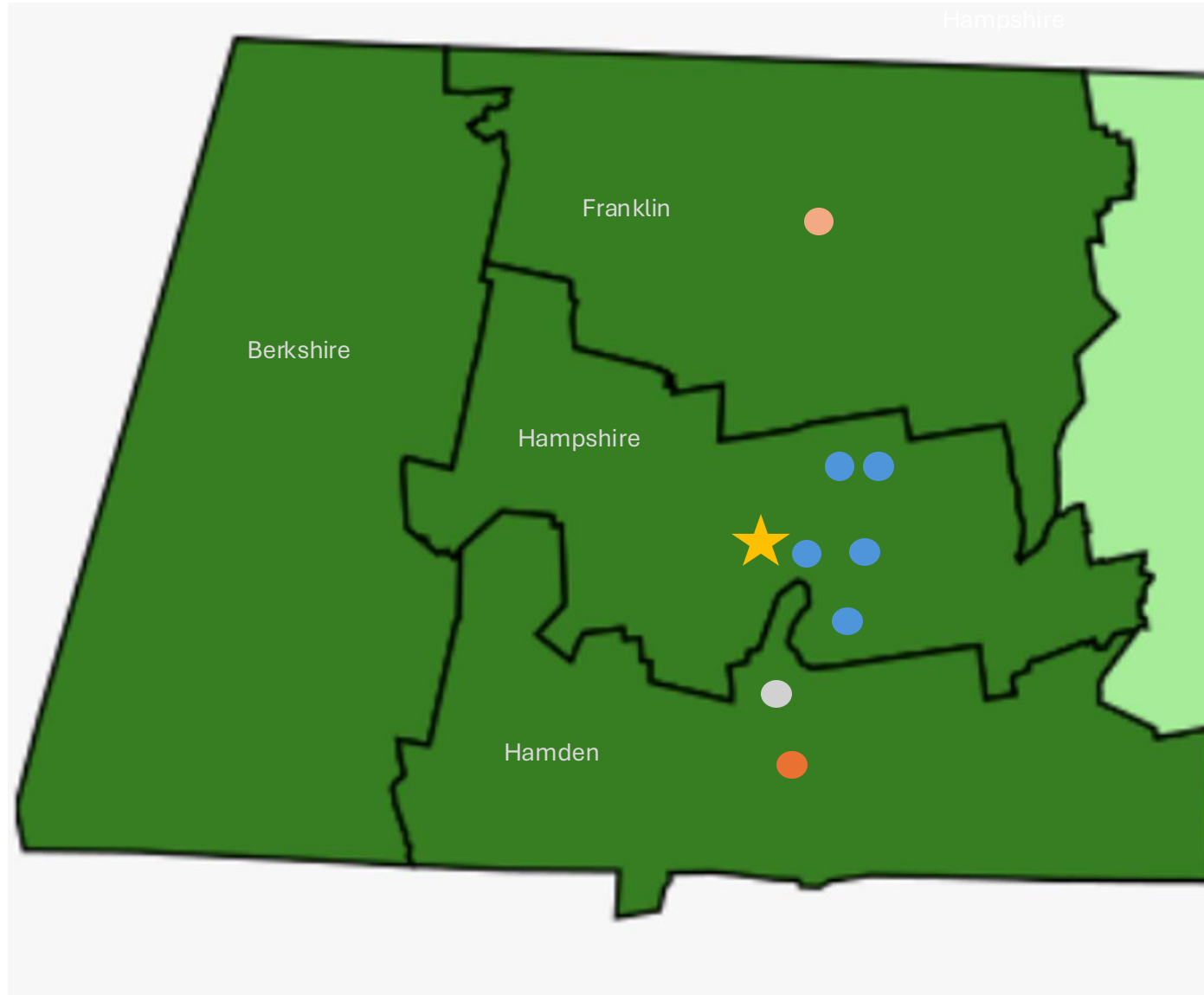


A Community Hospital in Western Mass

- – 140 Licensed Beds
- – 11 Licensed Bassinets
- MG Cancer Center
- Critical Care Unit
- Breast Center
- Primary Care Practices
- Specialty Practices
- Behavioral Health Unit
- Surgical Center
- Active and Expanding Emergency Department
- VNA/Hospice



Cooley Dickinson in Western Mass.



- Franklin Baystate Hospital
- ★ Cooley Dickinson Hospital
- Five Colleges
- Holyoke Hospital
- Baystate Health Systems

Our Environment


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- Increasing Medicare population
- Five Colleges
- Small cities and towns, Rural and Farming
- Transportation
- Food Insecurity
- Opioid Addiction
- Behavioral Health
- Housing



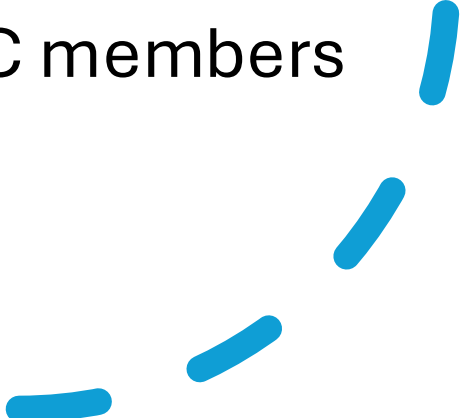


Challenges from 2018 to present

- Three Chief Nursing Officers
 - Three Medical Staff Officers
 - Two Presidents
 - Integration with MGB
 - COVID
 - Staffing
 - Fiscal
 - Vacancies and turnover in Quality Department
- 




Our PFAC Goals

- Visibility
 - Patient Voice
 - Senior Leadership
 - Strong member oriented PFAC
 - Active Patient Voice in Quality and Safety measures and discussions
 - Meaningful experience for PFAC members
- 



Visibility to Senior Leadership

- Meet with us
 - Tell us how we can help
 - Where do we fit in the Strategic Plan?
 - Let me tell you who we are
 - Attendance at hospital events and meetings
 - Never say 'no' when asked
- 

Pop Up Appreciation

- Popsicles
- Cookies
- Swag Bags
- Cookbooks
- Our events are focused around National Healthcare Week, Valentine's Day and the Holidays





Continued Focus on Membership

- Community Representation
- Disabilities
- Veteran
- LGBTQ
- Race and Language
- Retired
- Young Moms and Dads
- **Smith College Students**
- Varied Professional Backgrounds

Membership on Hospital Committees

- Healthy Communities
- Patient Experience
- Quality and Safety
- Finance
- Environment and Green Initiatives
- Diversity, Equity, Inclusion
- Development
- Ethics
- Awards
- Employee Retention





Membership Engagement

- Create Welcoming Environment
- Meeting format
- Tours
- Hospital Events
- Take stock



Our Playground....

- Call Center Scripts
- Brochures and Social Media Communication
- Employee of Distinction Awards
- Portal Education
- Communication to the community
- Primary Care Practices
- **New Initiative**





Aspirational
Goal

An active PFAC will

Inform

Impact

Influence

Educate

• *Patient Safety and Quality*




The Patient Voice

“When you measure outcomes, you obviously look at the clinical aspects of care. But you also need to consider the functional outcomes from the patient’s point of view. Can they walk without pain, can they play tennis, can they go to the market? You have to see care through their eyes.”

- --Marcello Pellizzari in New England Journal of Medicine Catalyst Vol. 5 No. 7. June 19, 2024. ‘Understanding what matters to Patients’.

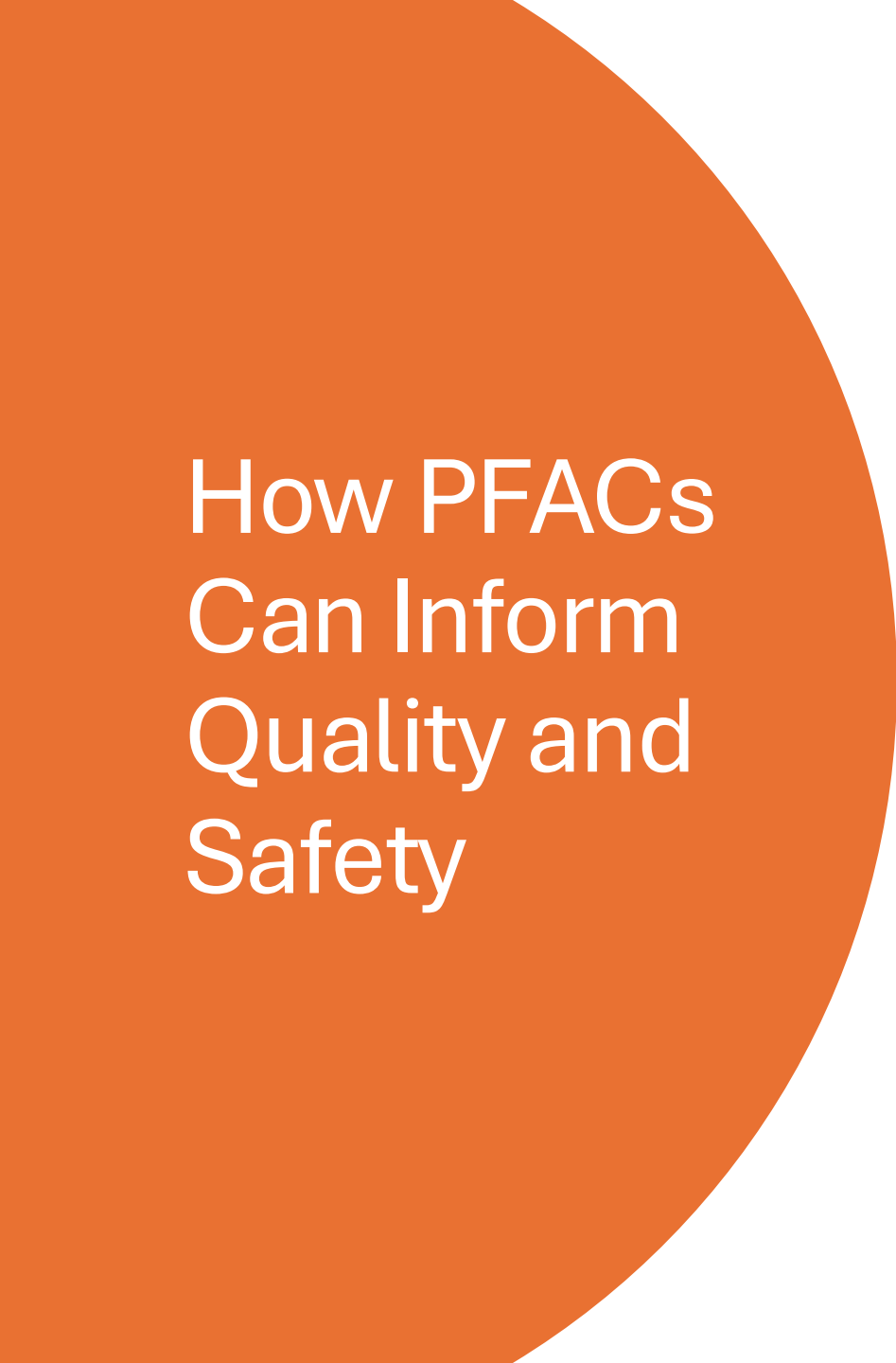


What are patient expectations?

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- Discourse Analysis
 - Transcribe a conversation
 - Discover themes
 - Similar to a focus group

The Patient Voice

1. Improve communication. ***Talk to me.***
2. Listen. ***I want to be listened to.***
3. Appreciate and acknowledge that I know my body. ***I know my body because I live in it.***
4. What is going to happen next and how long will this take? ***Give me information on the process.***



How PFACs Can Inform Quality and Safety

Know where Quality is discussed

Ask to Attend those meetings

Know the Patient 'Complaint' process

What are the primary categories of Patient Concerns?

Explore Infection Control Spaces

Know the Quality organization chart

Research and Read

Safety Catches

Quality Jargon



Do this if you
can.....

- Have a PFAC member
on your Board
- 

Quality Resources

- Agency for Healthcare Research and Quality
- <https://www.ahrq.gov/patient-safety/index.html>
- American Hospital Association
- <https://www.aha.org/advocacy/quality-and-patient-safety>
- Joint Commission
- https://www.jcrinc.com/what-we-offer/high-reliability/?utm_campaign=2217_jcr_highreliability&utm_source=google&utm_medium=cpc&ref=twcpc&gad_source=1&gclid=Cj0KCQjw4Oe4BhCcARIsADQ0csmDU2MhrEQKpkiINjMDNbR_s4hZJFUZ0k0OYd7wW_ecR870ghdFKpcaArhmEALw_wcB
- Institute for Healthcare Improvement
- <https://www.ihl.org/resources/tools/patient-safety-essentials-toolkit>
- Road Map to Healthcare Safety Betsy Lehman Center
- https://betsylehmancenterma.gov/assets/uploads/04-2023_Roadmap.pdf
- **Including the Patient Voice Betsy Lehman Center**
- <https://betsylehmancenterma.gov/assets/uploads/IncludingThePatientVoice-Revised2024.pdf>



Exciting
Times
Ahead