

2016 Annual PFAC Report: Atrius Harvard Vanguard Kenmore Practice

Q130. Which best describes your PFAC?

- We are the only PFAC at a single hospital
- We are a PFAC for a system with several hospitals
- We are one of multiple PFACs at a single hospital
- We are one of several PFACs for a system with several hospitals
- Other (please describe):

Q126. Will another PFAC at your hospital also submit a report?

- Yes
- No
- Don't know

Q127. Will another hospital within your system also submit a report?

- Yes
- No
- Don't know

Q2. Staff PFAC Co-Chair Contact:

| | |
|-----------------|--|
| Name and Title: | <input type="text" value="Mary O'Neil"/> |
| Email: | <input type="text" value="Mary_Oneil@vmed.org"/> |
| Phone: | <input type="text" value="617-421-2947"/> |

Q2a. Is the Staff PFAC Co-Chair also the Staff PFAC Liaison/Coordinator?

- Yes
- No
- N/A

Q3. Patient/Family PFAC Co-Chair Contact:

| | |
|-----------------|--|
| Name and Title: | <input type="text" value="Mary O'neil"/> |
| Email: | <input type="text" value="mary_oneil@vmed.org"/> |
| Phone: | <input type="text" value="617-4218297"/> |

Q4. Staff PFAC Liaison/Coordinator Contact (if applicable):

| | |
|-----------------|----------------------------------|
| Name and Title: | <input type="text" value="N/A"/> |
| Email: | <input type="text"/> |

Phone:

Q23.

Section 1: PFAC Organization

Q6. This year, the PFAC recruited new members through the following approaches (check all that apply):

- | | |
|---|--|
| <input checked="" type="checkbox"/> Word of mouth / through existing members | <input type="checkbox"/> Case managers / care coordinators |
| <input type="checkbox"/> Promotional efforts within institution to patients or families | <input type="checkbox"/> Patient satisfaction surveys |
| <input type="checkbox"/> Promotional efforts within institution to providers or staff | <input type="checkbox"/> Community-based organizations |
| <input type="checkbox"/> Facebook and Twitter | <input type="checkbox"/> Houses of worship |
| <input checked="" type="checkbox"/> Recruitment brochures | <input type="checkbox"/> Community events |
| <input type="checkbox"/> Hospital publications | <input type="checkbox"/> Other |
| <input type="checkbox"/> Hospital banners and posters | <input type="checkbox"/> N/A - we did not recruit new members in FY 2016 |

Q6a. Please describe other recruitment approach:

This question was not displayed to the respondent.

Q7. Total number of staff members on the PFAC:

3

Q8. Total number of patient or family member advisors on the PFAC:

14

Q9. The name of the hospital department supporting the PFAC is:

Atrius Harvard Vanguard kenmore practice

Q10. The hospital position of the PFAC Staff Liaison/ Coordinator is:

Practice Administrator/Nurse Site Leader

Q11. The hospital provides the following for PFAC members to encourage their participation in meetings (click all that apply):

- | | |
|--|--|
| <input checked="" type="checkbox"/> Parking, mileage, or meals | <input checked="" type="checkbox"/> Payment for attendance at other conferences or trainings |
|--|--|

- Translator or interpreter services
- Assistive services for those with disabilities
- Provision / reimbursement for child care or elder care
- Stipends
- Payment for attendance at annual PFAC conference
- Annual gifts of appreciation
- Conference call phone numbers or "virtual meeting" options
- Meetings outside 9am-5pm office hours
- Other
- N/A - the hospital does not reimburse PFAC members

Q11a. Please describe other provision by the hospital for PFAC members:

This question was not displayed to the respondent

Q24. Section 2: Community Representation

Q108. The PFAC regulations require every PFAC to represent the community served by the hospital, which is described below.

Q12. Our catchment area is geographically defined as (if you are unsure select "don't know"):

Boston and surrounding areas.

Q12D.

- Don't know catchment area

Q121.

Tell us about racial and ethnic groups in your area (please provide percentages; if you are unsure of the percentages select "don't know").

Q13aR. Our defined catchment area is made up of the following racial groups (please provide percentages; if you are unsure of percentages please select "don't know"):

| | |
|---|----------------------|
| American Indian or Alaska Native | <input type="text"/> |
| Asian | <input type="text"/> |
| Black or African American | <input type="text"/> |
| Native Hawaiian or other Pacific Islander | <input type="text"/> |
| White | <input type="text"/> |
| Other | <input type="text"/> |

Q91.

Don't know racial groups

Q13aE. What percentage of people in the defined catchment area are of Hispanic, Latino, or Spanish origin?

Q92.

Don't know origins

Q13bR. In FY 2016, the hospital provided care to patients from the following racial groups (please provide percentages):

| | |
|---|----------------------|
| American Indian or Alaska Native | <input type="text"/> |
| Asian | <input type="text"/> |
| Black or African American | <input type="text"/> |
| Native Hawaiian or other Pacific Islander | <input type="text"/> |
| White | <input type="text"/> |
| Other | <input type="text"/> |

Q93.

Don't know racial groups

Q13bE. What percentage of patients that the hospital provided care to in FY 2016 are of Hispanic, Latino, or Spanish origin?

Q95.

Don't know origins

Q13cR. In FY 2016, the PFAC **patient and family advisors** came from the following racial groups (please provide percentages):

| | |
|---|----------------------------------|
| American Indian or Alaska Native | <input type="text"/> |
| Asian | <input type="text"/> |
| Black or African American | <input type="text" value="28%"/> |
| Native Hawaiian or other Pacific Islander | <input type="text"/> |
| White | <input type="text" value="43%"/> |
| Other | <input type="text" value="29%"/> |

Q97.

Don't know racial groups

13cE. What percentage of PFAC patient and family advisors in FY 2016 were of Hispanic, Latino, or Spanish origin?

This question was not displayed to the respondent.

Q99.

Don't know origins

Q122. Tell us about languages spoken in your area (please provide percentages; if you are unsure of the percentages select “don’t know”).

Q117. What percentage of patients that the hospital provided care to in FY 2016 have limited English proficiency (LEP)?

This question was not displayed to the respondent.

Q118.

Don't know percentage that have limited English proficiency (LEP)

Q126. What percentage of patients that the hospital provided care to in FY 2016 spoke the following as their primary language?

This question was not displayed to the respondent.

Q127.

Don't know primary languages

Q119. What percentage of PFAC patient and family advisors in FY 2016 have limited English proficiency (LEP)?

0%

Q120.

Don't know percentage that have limited English proficiency (LEP)

Q123. In FY 2016, what percentage of PFAC **patient and family advisors** spoke the following as their

primary language?

| | |
|---------------------|---------------------------------|
| Spanish | <input type="text"/> |
| Portuguese | <input type="text"/> |
| Chinese | <input type="text"/> |
| Haitian Creole | <input type="text"/> |
| Vietnamese | <input type="text"/> |
| Russian | <input type="text"/> |
| French | <input type="text"/> |
| Mon-Khmer/Cambodian | <input type="text"/> |
| Italian | <input type="text"/> |
| Arabic | <input type="text"/> |
| Albanian | <input type="text"/> |
| Cape Verdean | <input type="text" value="7%"/> |

Q124.

Don't know primary languages

Q14.

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

Promoting PFAC at health fairs and promotional brochures throughout the practice.

Q110. **Section 3: PFAC Operations**

Q15. Our process for developing and distributing agendas for the PFAC meetings (click the best choice):

- 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
- PFAC members and staff develop agenda together and distribute it **at the meeting**
- Other
- N/A – the PFAC does not use agendas

Q112. If staff and PFAC members develop the agenda together, please describe the process:

Con call before the meeting with PFAC leaders and staff coordinators before the meeting.

Q113. If other process, please describe:

This question was not displayed to the respondent.

Q16.

The PFAC goals and objectives for 2016 were: (select the best choice):

- Developed by staff and reviewed by PFAC members
- Developed by PFAC members and staff
- N/A – we did not have goals and objectives for FY 2016
- Developed by staff alone

Q17. The PFAC had the following goals and objectives for 2016:

We are reviewing our organization's Strategic Initiatives with our PFAC this month and selecting two - three goals that will be aligned with the organization and have impact at our Kenmore practice.

Q18. Please list any subcommittees that your PFAC has established:

N/A

Q19. How does the PFAC interact with the hospital Board of Directors (click all that apply):

- | | |
|--|---|
| <input type="checkbox"/> PFAC submits annual report to Board | <input type="checkbox"/> PFAC member(s) are on board-level committee(s) |
| <input type="checkbox"/> PFAC submits meeting minutes to Board | <input checked="" type="checkbox"/> N/A – the PFAC does not interact with the Hospital Board of Directors |
| <input type="checkbox"/> PFAC member(s) attend(s) Board meetings | <input type="checkbox"/> Other |
| <input type="checkbox"/> Board member(s) attend(s) PFAC meetings | <input type="checkbox"/> Action items or concerns are part of an ongoing “Feedback Loop” to the Board |

Q114. Please describe other interactions with the hospital Board of Directors.

This question was not displayed to the respondent.

Q20. Describe the PFAC's use of email, listservs, or social media for communication:

We email the minutes from the meetings to all of our members and send out the agenda prior to the meeting via email.

Q109.

Section 4: Orientation and Continuing Education

Q21. Number of new PFAC members this year:

Q22. Orientation content included (click all that apply):

- | | |
|--|--|
| <input type="checkbox"/> Meeting with hospital staff | <input type="checkbox"/> Other |
| <input type="checkbox"/> General hospital orientation | <input type="checkbox"/> In-person training |
| <input type="checkbox"/> Hospital performance information | <input type="checkbox"/> Massachusetts law and PFACs |
| <input type="checkbox"/> Patient engagement in research | <input type="checkbox"/> Concepts of patient- and family-centered care (PFCC) |
| <input checked="" type="checkbox"/> PFAC policies, member roles and responsibilities | <input type="checkbox"/> Skills training on communication, technology, and meeting preparation |
| <input type="checkbox"/> Health care quality and safety | <input type="checkbox"/> Immediate "assignments" to participate in PFAC work |
| <input checked="" type="checkbox"/> History of the PFAC | <input type="checkbox"/> Check-in or follow-up after the orientation |
| <input type="checkbox"/> "Buddy program" with experienced members | <input type="checkbox"/> N/A – the PFAC members do not go through a formal orientation process |
| <input checked="" type="checkbox"/> Information on how PFAC fits within the organization's structure | |

Q115. Please describe other orientation content:

This question was not displayed to the respondent.

Q23. The PFAC received training on the following topics (click all that apply):

- | | |
|--|---|
| <input checked="" type="checkbox"/> Concepts of patient- and family-centered care (PFCC) | <input type="checkbox"/> Health care quality and safety measurement |
| <input type="checkbox"/> Patient engagement in research | <input type="checkbox"/> A high-profile quality issue in the news in relation to the hospital (e.g. simultaneous surgeries, treatment of VIP patients, mental patient discharge, etc) |
| <input type="checkbox"/> Types of research conducted in the hospital | <input type="checkbox"/> Other |
| <input checked="" type="checkbox"/> Hospital performance information | <input type="checkbox"/> Health literacy |
| <input type="checkbox"/> Not Applicable | |

Q116. Please describe other topics:

This question was not displayed to the respondent.

Q111. Section 5: FY 2016 PFAC Impact and Accomplishments

This question was not displayed to the respondent.

Q83. The following information only concerns PFAC activities in the fiscal year 2016.

This question was not displayed to the respondent.

Q24. The five greatest accomplishments of the PFAC were:

This question was not displayed to the respondent.

Q24a. Accomplishment 1:

This question was not displayed to the respondent.

Q24a.f. The idea for Accomplishment 1 came from:

This question was not displayed to the respondent.

Q24b. Accomplishment 2:

This question was not displayed to the respondent.

Q24b.f. The idea for Accomplishment 2 came from:

This question was not displayed to the respondent.

Q24c. Accomplishment 3:

This question was not displayed to the respondent.

Q24c.f. The idea for Accomplishment 3 came from:

This question was not displayed to the respondent.

Q24d. Accomplishment 4:

This question was not displayed to the respondent.

Q24d.f. The idea for Accomplishment 4 came from:

This question was not displayed to the respondent.

Q24e. Accomplishment 5:

This question was not displayed to the respondent.

Q24e.f. The idea for Accomplishment 5 came from:

This question was not displayed to the respondent.

Q25. The five greatest challenges the PFAC had in FY 2016:

This question was not displayed to the respondent.

Q25a. Challenge 1:

This question was not displayed to the respondent.

Q25b. Challenge 2:

This question was not displayed to the respondent.

Q25c. Challenge 3:

This question was not displayed to the respondent.

Q25d. Challenge 4:

This question was not displayed to the respondent.

Q25e. Challenge 5:

This question was not displayed to the respondent.

Q26. The PFAC members serve on the following hospital-wide committees, projects, task forces, work groups, or Board committees (click all that apply):

This question was not displayed to the respondent.

Q117. Please describe other committees, projects, task forces, work groups, or Board committees:

This question was not displayed to the respondent.

Q27.

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

This question was not displayed to the respondent.

Q28. The PFAC provided advice or recommendations to the hospital on the following areas mentioned in the Massachusetts law (click all that apply):

This question was not displayed to the respondent.

Q29. PFAC members participated in the following activities mentioned in the Massachusetts law (click all that apply):

This question was not displayed to the respondent.

Q30. The hospital shared the following public hospital performance information with the PFAC (click all that apply):

This question was not displayed to the respondent.

Q30a. Complaints and serious events

This question was not displayed to the respondent.

Q30b. Quality of care

This question was not displayed to the respondent.

Q30c. Resource use and patient satisfaction

This question was not displayed to the respondent.

Q30d. Other

This question was not displayed to the respondent.

Q119. Please describe other hospital performance information:

This question was not displayed to the respondent.

Q31. Please explain why the hospital shared only the data you checked in the previous questions:

This question was not displayed to the respondent.

Q32. Please describe how the PFAC was engaged in discussions around these data above and any resulting quality improvement initiatives:

This question was not displayed to the respondent.

Q33. The PFAC participated in activities related to the following state or national quality of care initiatives (click all that apply):

This question was not displayed to the respondent.

Q33a. National Patient Safety Hospital Goals

This question was not displayed to the respondent.

Q33b. Prevention and errors

This question was not displayed to the respondent.

Q33c. Decision-making and advanced planning

This question was not displayed to the respondent.

Q33d.

Additional quality initiatives

This question was not displayed to the respondent.

Q 33e. Other

This question was not displayed to the respondent

Q 120. Please describe other initiatives:

This question was not displayed to the respondent

Q 34. Were any members of your PFAC engaged in advising on research studies?

This question was not displayed to the respondent

Q 35. In what ways are members of your PFAC engaged in advising on research studies? Are they:

This question was not displayed to the respondent

Q 36.

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

This question was not displayed to the respondent

Q 121. Please describe other ways that members of your PFAC are approached about advising on research studies:

This question was not displayed to the respondent

Q 37.

About how many studies have your PFAC members advised on?

This question was not displayed to the respondent

Q 104.

Section 6: PFAC Annual Report

This question was not displayed to the respondent

Q 107.

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

This question was not displayed to the respondent

Q 37.5. The following individuals approved this report prior to submission (list name and indicate whether staff or patient/family advisor):

This question was not displayed to the respondent

Q 38. Describe the process by which this PFAC report was completed and approved at your institution (choose the best option).

This question was not displayed to the respondent.

Q 122. Please describe other process:

This question was not displayed to the respondent.

Q 106.

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:

This question was not displayed to the respondent.

Q 39. We post the report online.

This question was not displayed to the respondent.

Q 40. We provide a phone number or e-mail address on our website to use for requesting the report.

This question was not displayed to the respondent.

Q 41. Our hospital has a link on its website to a PFAC page.

This question was not displayed to the respondent.

Q 113. Please provide an email address if you would like to receive a confirmation with a copy of this report after the report is submitted:

This question was not displayed to the respondent.