



HEALTH CARE FOR ALL



PFAC Annual Report Form

Health Care For All (HCFA) is a Massachusetts nonprofit consumer advocacy organization working to create a health care system that provides comprehensive, affordable, accessible and culturally competent care to everyone, especially the most vulnerable among us. HCFA works to achieve this mission through advocacy, education, direct service to consumers and collaboration with partners and consumers to develop strategies that empower the patient voice in improving the health care system.

- **Why complete an annual report for my PFAC?**

Under Massachusetts law, hospital-wide PFACs are required to write annual reports by October 1st each year. These reports must be made available to members of the public upon request. As in past years, HCFA is requesting a copy of each report and submitted reports will be posted on HCFA's website, www.hcfama.org. HCFA recommends using this template to assist with information collection, as well as the reporting of key activities and milestones.

- **What will happen with my report and how will HCFA use it?**

We recognize the importance of sharing of information across PFACs. Each year, we

- make individual reports available online
- share the data so that PFACs can learn about what other groups are doing
- Communicate with the Department of Public Health about report collection

- **Who can I contact with questions?**

- Please contact us at PFAC@hcfama.org or call us at 617-275-2982.

If you wish to use this Word document or any other form, please email it to
PFAC@hcfama.org.

Reports should be completed by October 1, 2017.

2017 Patient and Family Advisory Council Annual Report Form

The survey questions concern PFAC activities in fiscal year 2017 only: (July 1, 2016 – June 30, 2017).

Section 1: General Information

1. Hospital Name: Harrington Hospital

NOTE: Massachusetts law requires every hospital to make a report about its PFAC publicly available. HCFA strongly encourages you to fill out a separate template for the hospital-wide PFAC at each individual hospital.

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:

2a. Name and Title:

Ann Beaudry

2b. Email: abeaudry@harringtonhospital.org

2c. Phone: 508-764-5056

- Not applicable

4. Patient/Family PFAC Co-Chair Contact:

3a. Name and Title: _____

The co-chair role is not filled _____

3b. Email: _____

3c. Phone: _____

- Not applicable

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

yes

- 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: _____)
- N/A – we did not recruit new members in FY 2017

8. Total number of staff members on the PFAC: 9 .

9. Total number of patient or family member advisors on the PFAC: 7 .

10. The name of the hospital department supporting the PFAC is: Quality and Patient Safety

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

Director of Maternal and Children's Services

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 child care 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 Central Massachusetts and Northern Connecticut

14. Tell us about racial and ethnic groups in these areas (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 | 0.15% | 0.46% | 1.07% | 0 | 85.96% | 1.15% | 11.20% | <input type="checkbox"/> Don't know |
| 14b. Patients the hospital provided care to in FY 2017 | | | | | | | | <input type="checkbox"/> Don't know |
| 14c. The PFAC patient and family advisors in FY 2017 | 0 | 0 | 0 | 0 | 93% | | 7% | <input type="checkbox"/> Don't know |

15. Tell us about languages spoken in these areas (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 2017 | | <input checked="" type="checkbox"/> Don't know |
| 15b. PFAC patient and family advisors in FY2017 | 0 | <input type="checkbox"/> Don't know |

15c. What percentage of patients that the hospital provided care to in FY 2017 spoke the following as their primary language?

| | % |
|---------------------|-----|
| Spanish | 4.1 |
| Portuguese | |
| Chinese | |
| Haitian Creole | |
| Vietnamese | |
| Russian | |
| French | |
| Mon-Khmer/Cambodian | |
| Italian | |
| Arabic | |
| Albanian | |
| Cape Verdean | |

Don't know

15d. In FY 2017, what percentage of PFAC patient and family advisors spoke the following as their primary language?

| | % |
|---------------------|----|
| Spanish | 7% |
| 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 |

Don't know

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

1. In October of 2016, several members, including the Chair attended the annual Latino Festival in our community. We had written materials about PFAC membership and a Spanish speaking Nurse who was explaining that we were recruiting more members from that community as we wanted to better serve them and needed their ideas and feedback.

2. We have several PFAC members from the Latino community.

Continued...

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:

17b. If other process, please describe:

18. The PFAC goals and objectives for 2017 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 2017 – **Skip to #20**

19. The PFAC had the following goals and objectives for 2017:

___1.

To involve more members of the community. Besides our efforts at the Latino festival, we have added a link to our hospital web site asking for applicants. We uploaded the application to become a member of the council.

The second goal was to involve more hospital employees in the meetings to increase awareness about PFAC, with a goal of them utilizing the council to get feedback on projects in planning and implementation. Also to bring some department heads to the council meeting to talk about their departments and new processes or services that are available for the community.

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

None at this time.

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:

Email is used for most members for all communication. That includes meeting notices, agendas, and minutes. Social media is used to recruit more people to join the council.

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:

1. Plain language code announcements that will be instituted soon.
2. New Psychiatric services provided by our health care system, including a new unit on Webster, Ma. campus, that provides inpatient care to patients who have a psychiatric diagnosis along with a substance abuse issue. It also provides partial hospitalization and outpatient treatment.

Continued...

Section 6: FY 2017 PFAC Impact and Accomplishments

The following information only concerns PFAC activities in the fiscal year 2017.

26. The five greatest accomplishments of the PFAC were:

| Accomplishment | Idea came from (choose one) | PFAC role can be best described as (choose one) |
|----------------|-----------------------------|---|
|----------------|-----------------------------|---|

| | | |
|--|---|--|
| <p>26a. Accomplishment 1:</p> <p>PFAC advised developers of pamphlet explaining ABN (Advance benefit information), for Medicare patients.</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><input checked="" type="checkbox"/> Being informed about topic</p> <p><input checked="" type="checkbox"/> Providing feedback or perspective</p> <p><input checked="" type="checkbox"/> Discussing and influencing decisions/agenda</p> <p><input type="checkbox"/> Leading/co leading</p> |
| <p>26b. Accomplishment 2:</p> <p>Continuing to grow the patient visiting program.</p> | <p><input checked="" type="checkbox"/> Patient/family advisors of the PFAC</p> <p><input type="checkbox"/> Department, committee, or unit that requested PFAC input</p> | <p><input checked="" type="checkbox"/> Being informed about topic</p> <p><input checked="" type="checkbox"/> Providing feedback or perspective</p> <p><input checked="" type="checkbox"/> Discussing and influencing decisions/agenda</p> <p><input type="checkbox"/> Leading/co leading</p> |
| <p>26c. Accomplishment 3:</p> <p>Getting The PFAC feedback on the new security measures instituted at Harrington following an ED Nurse being attacked .</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><input checked="" type="checkbox"/> Being informed about topic</p> <p><input checked="" type="checkbox"/> Providing feedback or perspective</p> <p><input checked="" type="checkbox"/> Discussing and influencing decisions/agenda</p> <p><input type="checkbox"/> Leading/co leading</p> |
| <p>26d. Accomplishment 4:</p> <p>Informed PFAC members of the closing of Inpatient Maternity Services. Helped to get word out about what services will be here and how to access.</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><input checked="" type="checkbox"/> Being informed about topic</p> <p><input checked="" type="checkbox"/> Providing feedback or perspective</p> <p><input checked="" type="checkbox"/> Discussing and influencing decisions/agenda</p> <p><input type="checkbox"/> Leading/co leading</p> |
| <p>26e. Accomplishment 5:</p> <p>Increased awareness of Hospital personnel, and Dept. Heads regarding PFAC and it's value in getting community input.</p> <p>Also developed a PFAC page on the Harrington website, link to Application</p> | <p><input checked="" type="checkbox"/> Patient/family advisors of the PFAC</p> <p><input type="checkbox"/> Department, committee, or unit that requested PFAC input</p> | <p><input checked="" type="checkbox"/> Being informed about topic</p> <p><input checked="" type="checkbox"/> Providing feedback or perspective</p> <p><input checked="" type="checkbox"/> Discussing and influencing decisions/agenda</p> <p><input type="checkbox"/> Leading/co leading</p> |

27. The five greatest challenges the PFAC had in FY 2017:

27a. Challenge 1: **Getting new community members to join the council.**

27b. Challenge 2: **Because the meeting time is during the workday, which was decided by vote of the PFAC, sometimes staff members are unable to attend related to last minute issues in their area.**

27c. Challenge 3: **Getting the word out to all employees about PFAC and keeping people interested.**

27d. Challenge 4: **Getting PFAC community members to be on hospital based committees.**

27e. Challenge 5:

N/A – we did not encounter any challenges in FY 2017

Continued...

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?

Patient satisfaction scores and trends are discussed by the Quality VP at each meeting. Chair will invite Project managers/ dept. heads to meeting to present new projects and obtain feedback.

Continued...

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 2017

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 (eg. HCAHPS - Hospital Consumer Assessment of Healthcare Providers and Systems)
- Resource use (such as length of stay, readmissions)

Other (Please describe: _____)

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:

We continue to share more information with the group. This is a work in progress.

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

Patient satisfaction data is shared monthly. Suggestions from PFAC are always brought back to the appropriate Dept. Head by the Chair. Currently, rounding in the ED waiting room has become a priority. This stemmed from the Patient satisfaction comments and suggestions from that committee and the PFAC.

Maternity care and care of NAS babies has been presented. Also information about the closure of inpatient services, along with the Letter about those services from the DPH.

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 _____ Security and Safety_ for staff and patients.

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):

The report was sent to all members for comment and correction. The following members have approved the report:

Kathleen Davis, VP of Quality and Patient Safety, Judith Flannery, Patricia Munsch, Sharon Jewell, Ken LaHue and Ann Beaudry.

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: __This will be added to the PFAC link under Patient Services
- No

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

- Yes
- No

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

- Yes, link: __PFAC__

Type PFAC in search bar. Application link for PFAC membership is there.

- No, we don't have such a section on our website