



**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 1<sup>st</sup> 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](http://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](mailto: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](mailto: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: New England Sinai 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: Susan Dowling, Patient Advocate

2b. Email: Susan.Dowling@Steward.org

2c. Phone: 781-297-1153

- Not applicable

4. Patient/Family PFAC Co-Chair Contact:

3a. Name and Title: Katherine McCarthy

3b. Email: KathyMcCarthy4749@gmail.com

3c. Phone: 781-297-1153

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

8. Total number of staff members on the PFAC: 3 .

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

10. The name of the hospital department supporting the PFAC is: Quality Management

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

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: Referral Basis is Eastern Massachusetts Region

Don’t know

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								X Don’t know
14b. Patients the hospital provided care to in FY 2017	.19 In pt / .08 Out pt	1.44 In pt / .43 Out pt	8.67 In pt / 6.48 Out pt	0 In pt/ .01 Out pt	86.41 In pt/ 75.70 Out pt	1.05 In pt / 3.55 Out pt	1.73 In pt / 1.84 Out pt	<input type="checkbox"/> Don’t know
14c. The PFAC patient and family advisors in FY 2017			9.1		90.9			<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	1.05
Portuguese	.67
Chinese	.09
Haitian Creole	.38
Vietnamese	.19
Russian	
French	
Mon-Khmer/Cambodian	
Italian	.19
Arabic	
Albanian	
Cape Verdean	
<b>Greek</b>	
<b>Korean</b>	
<b>Polish</b>	.09
<b>Cantonese</b>	.28

<b>Creole</b>	.67
<b>Other</b>	.28
<b>Unknown</b>	.19

Don't know

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

	%
Spanish	
Portuguese	9.09%
Chinese	
Haitian Creole	
Vietnamese	
Russian	
French	
Mon-Khmer/Cambodian	
Italian	
Arabic	
Albanian	
Cape Verdean	

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:**

An application to join PFAC is included in every patient's admission binder.

## 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)

X 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:**

Ideas and suggestions from Council Members during PFAC meetings are appropriately added to upcoming meeting agendas for discussion. Meeting agendas are sent out via email prior to meetings and then also disbursed at meetings.

**17b. If other process, please describe:**

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**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
- X 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) PFAC Recruitment
- 2) Assist in maintaining and improving Press Ganey Scores
- 3) Assist in increasing Press Ganey Survey Responses
- 4) \*Develop a Family / Visitor Information packet with helpful information for family members

\*NOTE: Further discussion by the Council determined the Family Packet may not be as helpful now that most people have possession of a smart phone. It was tabled at this time.

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

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**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 uses email for the distribution of our meeting agenda and minutes and also for communication between meetings.

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

## **Section 5: Orientation and Continuing Education**

**23. Number of new PFAC members this year: 0**

**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:

HIPAA and patient confidentiality / practical details - logistics of meeting and attendance expectations

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:

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### 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><b>26b. Accomplishment 1:</b></p> <p><b>Patient Letter: In an attempt to increase survey response, the Council created a personalized letter that is sent to patients 5-7 days post discharge. The letter comes directly from the patient's care team/unit. The Council felt this would be most impactful from a patient's point of view.</b></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 type="checkbox"/> Being informed about topic</p> <p><input type="checkbox"/> Providing feedback or perspective</p> <p><input type="checkbox"/> Discussing and influencing decisions/agenda</p> <p><input checked="" type="checkbox"/> Leading/co leading</p>

<p><b>26c. Accomplishment 2:</b></p> <p><b>Patient Hall Pass: To assist staff in keeping patient's safe when leaving their unit, a brightly colored badge will be worn by the patient.</b></p> <p><b>1) Bright pink badge for indoor access and bright green badge for outside privileges</b></p> <p><b>2) Any patient that has orders allowing time outside, must be accompanied by either staff or approved family members</b></p> <p><b>3) Scheduled to go live June 1st</b></p> <p><b>4) Patients are required to sign out in the book on the units. Badges are next to the book and filled out by the nurse who will place it on the patient. When the patient returns, the badge will be cleaned properly for the next use.</b></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 type="checkbox"/> Being informed about topic</p> <p><input checked="" type="checkbox"/> Providing feedback or perspective</p> <p><input type="checkbox"/> Discussing and influencing decisions/agenda</p> <p><input type="checkbox"/> Leading/co leading</p>
<p><b>26d. Accomplishment 3:</b></p> <p><b>Directions to our local acute hospital were provided to the front desk receptionists and switchboard operator. Should a patient be discharged acute, the directions to the local acute hospital will be available to their loved ones.</b></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 type="checkbox"/> Being informed about topic</p> <p><input checked="" type="checkbox"/> Providing feedback or perspective</p> <p><input type="checkbox"/> Discussing and influencing decisions/agenda</p> <p><input type="checkbox"/> Leading/co leading</p>
<p><b>26e. Accomplishment 4:</b></p> <p><b>The State offered Steward Corporate an opportunity to participate in a new pilot program for Medicaid patients under the age of 65. VP of Medicaid Accountable Care with Steward Health Care Network visited the Council to hear their unique perspective. The Council provided feedback, insight and suggestions. A PFAC is also being developed for the Medicaid ACO at the Steward Corporate level. An invitation to NE Sinai PFAC Members was extended.</b></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 type="checkbox"/> Being informed about topic</p> <p><input checked="" type="checkbox"/> Providing feedback or perspective</p> <p><input type="checkbox"/> Discussing and influencing decisions/agenda</p> <p><input type="checkbox"/> Leading/co leading</p>

<p><b>26a. Accomplishment 5:</b></p> <p><b>Discussion has begun to develop a Departmental Index for Admission Binder.</b></p>	<p><input type="checkbox"/> Patient/family advisors of the PFAC  <input checked="" type="checkbox"/> Department, committee, or unit that requested PFAC input</p>	<p><input type="checkbox"/> Being informed about topic  <input type="checkbox"/> Providing feedback or perspective  <input checked="" type="checkbox"/> Discussing and influencing decisions/agenda  <input type="checkbox"/> Leading/co leading</p>
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**27. The five greatest challenges the PFAC had in FY 2017:**

27a. Challenge 1:

**Inclusion of council members onto hospital committees**

27b. Challenge 2:

**Recruitment of new members on a continual basis so that we may adhere to PFAC term limits**

27c. Challenge 3:

**Full attendance at quarterly meetings**

27d. Challenge 4:

27e. Challenge 5:

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

**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
- X 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
- X 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?** Important hospital updates are shared during meetings. Included would be the above committee updates.

**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
- X Patient education on safety and quality matters
- X 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
- X Selection of reward and recognition programs
- X 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)
- X Patient experience/satisfaction scores (eg. HCAHPS - Hospital Consumer Assessment of Healthcare Providers and Systems)
- Resource use (such as length of stay, readmissions)
- X Other (Please describe: Patient Safety - Hall Pass )

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 are a long term acute care hospital (LTACH) with time constraints during PFAC meetings. Our focus is on Quality Safety initiatives that would improve the patient's experience and overall satisfaction.

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

1) Patient Satisfaction Scores are presented and discussed at every meeting.

In an attempt to increase the number of survey responses, the Council developed a more personalized letter coming from those the patient developed relationships with during their hospital stay. The letter asks the patient to complete their survey and partner with the hospital to continue to improve our services. The letter is mailed 5-7 days post discharge. The letter is scheduled to arrive a few days before the actual survey.

Initial results from the first month of implementation showed in an increased response from discharged patients of more than double the prior month.

2) The Council provided insight, feedback, and suggestions in the development of the Patient Hall Pass and policy. The result was a bright pink badge for indoor access and a bright green badge for outside privileges. Orders must be obtained to leave the unit. Any patient with outside privileges must be accompanied by either staff or approved family members. The pass has increased patient safety.

**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

**X 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 \_\_\_\_\_)

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

**X 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:**

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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):

Barry Gold - Patient/Family Member	Al DeNapoli - Patient/Family Member
Susan Dowling - Hospital staff	Denise Frierson - Patient/Family Member
Amy Kopchel - Hospital staff	Kathy McCarthy - Patient/Family Member
Paul McDonald - Patient/Family Member	Arlene O'Connor - Patient/Family Member
Traci O'Connor - Hospital staff	

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: [www.hcfa.org/sites/default/files/new\\_england\\_sinai\\_hospital\\_report.pdf](http://www.hcfa.org/sites/default/files/new_england_sinai_hospital_report.pdf)
- 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: 781-297-1153 / Susan.Dowling@Steward.org
- No

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

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