

PATIENT AND FAMILY ADVISORY COUNCIL ANNUAL REPORT 2020

Date of Report:

October 1, 2020

Year Covered By Report: Year PFAC Established:

2020 2010

Staff PFAC Contact:

Karen Nelson, Customer Relations Coordinator

2020 Patient and Family Advisory Council Annual Report Form

The survey questions concern PFAC activities in fiscal year 2020 only: (July 1, 2019 – June 30, 2020).

Section 1: General Information

1. Hospital Name: Whittier Rehabilitation Hospital - Bradford	
NOTE: Massachusetts law requires every hospital to make a report about its PFAC publicly	y available. HCFA strongly
encourages you to fill out a separate template for the hospital-wide PFAC at each individual	hospital.
1a. Which best describes your PFAC?	
☐ We are the only PFAC at a single hospital – skip to #3 below	
	ow
☐ We are one of multiple PFACs at a single hospital	
\Box We are one of several PFACs for a system with several hospitals – sk	cip to #2C below
☐ Other (Please describe):	
1b. Will another PFAC at your hospital also submit a report?	
□ Yes	
□ Don't know	
1c. Will another hospital within your system also submit a report?	
⊠ Yes	
□ Don't know	
지역 함, 이 그들 및 발생을 받은 어린 보고 있는데 이 나는 이 이 사람들이 하다.	
3. Staff PFAC Co-Chair Contact:	
2a. Name and Title: Karen Nelson, Customer Relations Coordinator	
2b. Email: knelson1@whittierhealth.com	
2c. Phone: 978-469-1421	
□ Not applicable	
그는 사람이 불어 가장 하는 것이 하는 것은 사람이 되었다.	
4. Patient/Family PFAC Co-Chair Contact:	
3a. Name and Title: Rob Williams	
3b. Email: autotron@comcast.net	
3c. Phone:	
□ Not applicable	
5. Is the Staff PFAC Co-Chair also the Staff PFAC Liaison/Coordinator?	
□ 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	t, 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):
	\square N/A – we did not recruit new members in FY 2020
0 Tatal	불어졌다. 현대를 보고를 됐다면서 보고 그런데 이 나이에 얼굴하다. 그는 그래 갔는
o. Total nur	nber of staff members on the PFAC: 9
9. Total nur	nber of patient or family member advisors on the PFAC: 11
	and the state of t
10 The nam	o of the homital denotes at the state of the
10. The man	ne of the hospital department supporting the PFAC is: Administration
	어울아 숙화 시작 옷 있는 일이다면 생물 등만 그렇다고 하는 사람이 나는 일으로 들었다.
11. The hos	pital position of the PFAC Staff Liaison/Coordinator is: Customer Relations Coordinator
12 The boss	sital provides the following for DEAC
(check all th	pital provides the following for PFAC members to encourage their participation in meetings
	보고, 이렇게 살, 일반 모든 사람들은 살이 살아 살아 나는 사람들이 되었다. 그렇게 하는 사람들은 사람들이 살아 먹어 되었다. 그렇게 되었다.
	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
	\square Stipends
	☑ Translator or interpreter services
	Other (Please describe):

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 are	a is geographicall	y defined as: '	The Greater Ha	verhill and Merrimack
Valley Area					

☐ 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	NICITY			
	% 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								⊠ Don't know
14b. Patients the hospital provided care to in FY 2020								☑ Don't know
14c. The PFAC patient and family advisors in FY 2020					100%			□ 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 2020		☑ Don't know
15b. PFAC patient and family advisors in FY 2020	0%	□ Don't know

15c. What percentage of patients that the hospital provided care to in FY 2020 spoke the following as their primary language?

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

☑ Don't know

15d. In FY 2020, what percentage of PFAC patient and family advisors spoke the following as their primary language?

	%
Spanish	
Portuguese	
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: Upon admission, PFAC brochure and information are given to each patient. Our clinical staff will provide the PFAC coordinator with patient and family referrals for membership.

Section 4: PFAC Operations

17. Our proces	ss for developing and distributing agendas for the PFAC meetings (choose):
	aff develops the agenda and sends it out prior to the meeting
	aff develops the agenda and distributes it at the meeting
	AC members develop the agenda and send it out prior to the meeting
	FAC members develop the agenda and distribute it at the meeting
□ PF	AC members and staff develop agenda together and send it out prior to the meeting. (Please escribe below in #17a)
☐ PF be	AC members and staff develop agenda together and distribute it at the meeting. (Please describe slow in #17a)
□ Ot	her 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:
40.00	
18. The PFAC	goals and objectives for 2020 were: (check the best choice):
<u> </u>	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 2020– Skip to #20
19. The PFAC Service Comm	had the following goals and objectives for 2020: To have PFAC involvement in our Customer ittee and work with staff on improving customer service.
20. Please list a developing the Solving.	any subcommittees that your PFAC has established: Our PFAC members have assisted in ese subcommittees Positive Communication and Active Listening and Strategic Problem
21. How does t	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)
	지수의 현실의 그는 아들들이 나면 많아 가면서, 중국사장이 속이 가는 생각이 가는 것이 모든 항상을 다 하는데 했다.

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: Staff Co-Chair distributes meeting minutes and other important information through email.
□ N/A – We don't communicate through these approaches
Section 5: Orientation and Continuing Education
23. Number of new PFAC members this year: 2
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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
\square 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
表記は言葉という。

	ducted in the hospital
Uther (Please describ	e below in #25a)
\square N/A – the PFAC did	not receive training
25a. If other, describe:	스템 시기 (프로젝트 라스 로마스 트립 이름 및 스트리트를 보고 있는 모델로 2015년 - 1일 - 1
	Y 2020 PFAC Impact and Accomplishments
the following infort	nation only concerns PFAC activities in the fiscal year 2020.
26. Please share the following inform	nation on the PFACs accomplishments and impacts:
26a. What were the three greator or perspective?	atest accomplishments/impacts of the PFAC related to providing feedback
Accomplishment/Impact	Idea came from (choose one)
Accomplishment/Impact 1:	☐ Patient/family advisors of the PFAC
Customer Service Committee and Subcommittees	Department, committee, or unit that requested PFAC input
Accomplishment/Impact 2:	☐ Patient/family advisors of the PFAC
	Department, committee, or unit that requested PFAC input
Accomplishment/Impact 3:	
	☐ Patient/family advisors of the PFAC☐ Department, committee, or unit that requested PFAC input
26b. What were the three greating institution's financial and pro-	atest accomplishments/impacts of the PFAC related to influencing the
institution's financial and pro	grammatic decisions?
26b. What were the three greatinstitution's financial and pro Accomplishment/Impact Accomplishment/Impact 1:	grammatic decisions? Idea came from (choose one)
institution's financial and pro Accomplishment/Impact	grammatic decisions?
institution's financial and pro Accomplishment/Impact Accomplishment/Impact 1:	Idea came from (choose one) Patient/family advisors of the PFAC Department, committee, or unit that requested PFAC input
institution's financial and pro Accomplishment/Impact Accomplishment/Impact 1: N/A Accomplishment/Impact 2:	grammatic decisions? Idea came from (choose one) Patient/family advisors of the PFAC
institution's financial and pro Accomplishment/Impact Accomplishment/Impact 1: N/A Accomplishment/Impact 2: N/A	Idea came from (choose one) Patient/family advisors of the PFAC Department, committee, or unit that requested PFAC input Patient/family advisors of the PFAC Department, committee, or unit that requested PFAC input
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institution's financial and pro Accomplishment/Impact Accomplishment/Impact 1: N/A Accomplishment/Impact 2: N/A Accomplishment/Impact 3: N/A 26c. What were the three great programs and initiatives? Accomplishment/Impact Accomplishment/Impact 1:	Idea came from (choose one) Patient/family advisors of the PFAC Department, committee, or unit that requested PFAC input Patient/family advisors of the PFAC Department, committee, or unit that requested PFAC input Patient/family advisors of the PFAC Department, committee, or unit that requested PFAC input Patient/family advisors of the PFAC Department, committee, or unit that requested PFAC input
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members of our customer service committee.	
Accomplishment	
Accomplishment/Impact 2:	☐ Patient/family advisors of the PFAC
	Department, committee, or unit that requested PFAC input
Accomplishment/Impact 3:	Patient/family advisors of the PFAC
Angel Salaman	Department, committee, or unit that requested PFAC input
	1 ,, or any man requested 1777C mput
27. The five greatest challenges the P	PFAC had in FY 2020:
Challenge 1: COVID-19- unable to	hold in-person meetings/many things put on hold.
Challenge 2: Recruiting new memb	pers to include different ethnic groups.
Challenge 3:	
Challenge 4:	
□ N/A – we did not enco	unter any challenges in FY 2020
\square N/A – we did not encored. The PFAC members serve on the for	unter any challenges in FY 2020 ollowing hospital-wide committees, projects, task forces, work groups,
\square N/A – we did not encored. The PFAC members serve on the for	ollowing hospital-wide committees, projects, task forces, work groups,
N/A – we did not encounts 3. The PFAC members serve on the form Board committees: □ Behavioral Health/Substance □ Bereavement	ollowing hospital-wide committees, projects, task forces, work groups,
N/A – we did not encounts. B. The PFAC members serve on the form Board committees: □ Behavioral Health/Substance □ Bereavement □ Board of Directors	ollowing hospital-wide committees, projects, task forces, work groups,
N/A – we did not encounts. 3. The PFAC members serve on the form and committees: Behavioral Health/Substance Bereavement Board of Directors Care Transitions	ollowing hospital-wide committees, projects, task forces, work groups,
N/A – we did not encount of the PFAC members serve on the for Board committees: □ Behavioral Health/Substance □ Bereavement □ Board of Directors □ Care Transitions □ Code of Conduct	ollowing hospital-wide committees, projects, task forces, work groups,
N/A – we did not encounts. The PFAC members serve on the formal Board committees: Behavioral Health/Substance Bereavement Board of Directors Care Transitions Code of Conduct Community Benefits	ollowing hospital-wide committees, projects, task forces, work groups,
N/A – we did not encounts. The PFAC members serve on the for Board committees: Behavioral Health/Substance Bereavement Board of Directors Care Transitions Code of Conduct Community Benefits Critical Care	ollowing hospital-wide committees, projects, task forces, work groups,
N/A – we did not encount. The PFAC members serve on the form to Board committees: Behavioral Health/Substance Bereavement Board of Directors Care Transitions Code of Conduct Community Benefits Critical Care Culturally Competent Care	ollowing hospital-wide committees, projects, task forces, work groups,
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N/A – we did not encount. The PFAC members serve on the form Board committees: □ Behavioral Health/Substance: □ Bereavement □ Board of Directors □ Care Transitions □ Code of Conduct □ Community Benefits □ Critical Care □ Culturally Competent Care □ Discharge Delays □ Diversity & Inclusion	ollowing hospital-wide committees, projects, task forces, work groups,
N/A – we did not encount. The PFAC members serve on the form. Board committees: Behavioral Health/Substance. Bereavement Board of Directors Care Transitions Code of Conduct Community Benefits Critical Care Culturally Competent Care Discharge Delays Diversity & Inclusion Drug Shortage	ollowing hospital-wide committees, projects, task forces, work groups,
N/A – we did not encount. The PFAC members serve on the form Board committees: Behavioral Health/Substance Bereavement Board of Directors Care Transitions Code of Conduct Community Benefits Critical Care Culturally Competent Care Discharge Delays Diversity & Inclusion Drug Shortage Eliminating Preventable Hart	ollowing hospital-wide committees, projects, task forces, work groups,
N/A – we did not encounts. 3. The PFAC members serve on the for Board committees: Behavioral Health/Substance Bereavement Board of Directors Care Transitions Code of Conduct Community Benefits Critical Care Culturally Competent Care Discharge Delays Diversity & Inclusion Drug Shortage Eliminating Preventable Hart Emergency Department Patie	ollowing hospital-wide committees, projects, task forces, work groups, e Use m ent/Family Experience Improvement
N/A – we did not encounts. B. The PFAC members serve on the for Board committees: Behavioral Health/Substance. Bereavement Board of Directors Care Transitions Code of Conduct Community Benefits Critical Care Culturally Competent Care Discharge Delays Diversity & Inclusion Drug Shortage Eliminating Preventable Hart Emergency Department Patic Ethics Institutional Review Board (I	m ent/Family Experience Improvement
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N/A – we did not encounts. B. The PFAC members serve on the for Board committees: Behavioral Health/Substance. Bereavement Board of Directors Care Transitions Code of Conduct Community Benefits Critical Care Culturally Competent Care Discharge Delays Diversity & Inclusion Drug Shortage Eliminating Preventable Hart Emergency Department Patie Ethics Institutional Review Board (IIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIIII	m ent/Family Experience Improvement TRB) Transgender (LGBT) – Sensitive Care
N/A – we did not encounts. B. The PFAC members serve on the for Board committees: Behavioral Health/Substance. Bereavement Board of Directors Care Transitions Code of Conduct Community Benefits Critical Care Culturally Competent Care Discharge Delays Diversity & Inclusion Drug Shortage Eliminating Preventable Har. Emergency Department Paties Ethics Institutional Review Board (I) Lesbian, Gay, Bisexual, and The Patient Care Assessment	m ent/Family Experience Improvement TRB) Transgender (LGBT) – Sensitive Care

	☑ 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. Hov	w do members on these hospital-wide committees or projects report back to the PFAC about their
work?	Staff members of these committees will report to PFAC at each quarterly meeting.
30 The	PEAC provided advice assume that the state of the state o
Massac	PFAC provided advice or recommendations to the hospital on the following areas mentioned in the chusetts 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 2020
	### : B :
	쇳성들다 시골도 많이 다음이 아들이 되어 보고 있다. 그는 이 그 사람들이 모르게 되었다.
31. PFA	C members participated in the following activities mentioned in the Massachusetts law (check all
that app	
	☐ 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 boositel perferences in face of the following public boositel perferences
that app	hospital shared the following public hospital performance information with the PFAC (check all ply):
	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)
	雌性 입력 청년에 가는 물이 있는 이 작용되는 유민이 회에 가는 경험이 제작된다. 유민 학교를 하는 경우에 가진

Providers and Systems)	are
☐ Resource use (such as length of stay, readmissions)	
☐ Other (Please describe):	
\square N/A – the hospital did not share performance information with the PFAC – Skip to #35	
-1,71 the respiral the not share performance information with the PFAC - 5kip to #35	
33. Please explain why the hospital shared only the data you checked in Q 32 above: During quarterly meetings, we focus on areas we feel our patient/family members would be best utilized to provide their perspective and feedback.	
34. Please describe how the PFAC was engaged in discussions around these data in #32 above and any resulting quality improvement initiatives: We have an open discussion at the end of each meeting. There also a time after each agenda item to comment and share opinions/experiences.	is
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	ra
settings)	le
□ 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	
그는 그 이 얼마 아랫폼 그렇게 얼마를 하는 것이 되는 것이 없는 것이 되었다. 그 그 그 그 그 그 그 그 그 그 그 그 그 그 그 그 그 그 그	
35d. Other quality initiatives	
☐ Disclosure of harm and apology	
☐ Integration of behavioral health care	
☐ Rapid response teams	
☑ Other (Please describe): Customer Service	
☑ 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?
☑ 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:
프레스 프로젝트 프로그
39. About how many studies have your PFAC members advised on?
\Box 1 or 2
대는 보이 🗀 3-5 회의원이 가입하다. 이 사람이 가입하고 사람들이 가입하고 있는 모양을
☐ More than 5
☐ None of our members are involved in research studies
그들이 되어 있어 일반이 나무겠다면 되는 사람들이 발표를 가지 못하고 있다고 살로 다른 사람
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): Bob Iannaco, Hospital Administrator
이 젊으랑하는데 그렇게 얼마를 보면 되어 한 그릇이 들었다면 하는데 보다 되었다. 그는 나는 이 그는 사람이 없는데 그렇게 되었다.
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 ■ 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.

F ⊠ Yes, link: www.whittierhealth.com □ No	4
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: ☒ No	
44. Our hospital has a link on its website to a PFAC page. ☑ Yes, link:	
☐ No, we don't have such a section on our website	
그 등도 하는 그릇을 하를 만난 살을 좀 모든 것을 가게 하를 하는 것이 하는 것을 하는 것이 되었다. 그는 것이	
사이트로 하고 있다. 전 그는 아이는 이 사람들을 모르는 것도 하는 수 있는 것은 것은 그를 가는 것이다. 그는 사이를 모르는 것이다.	
보다 하는데 많이 그리다는 이 분들에 대적한 이 이 이 이 사람들이 되는데 모양을 하는데 되었다.	
그는 어디, 그는 그를 가는 그는 하는 병호를 하고 무슨 그는 그는 그 가는 그를 받는 것을 받는 것 같다.	
용 생물이 되는 사람들이 되는 것을 보고 되었다. 그는 그는 사람들이 되고 있는 것을 하는 것을 보고 있는 것을 보고 있다. 그렇게 되었다. 그런 그는 공연 사람들이 그를 가장하는 것을 보고 있는 것을 보고 있는 것을 보고 있는 것을 보고 있는 것을 보고 있다. 그를 보고 있는 것을 보고 있는 것을 보고 있다.	74 3
동네는데 그래마다 고리들이 그리고 한다. 그는 아이는 그는 사람들은 그는 사람들은 그리고 하는 어떻게 된다.	
물의 취실도 하늘 인물하다 보고 불통하는 하는 것은 것은 이 눈살이 기록하면 하는 그 등을 다고 하였다.	
사이님 이번에 이 눈이 이 경임 시간을 가고 되었다. 이 시아의 이 문제를 만드는 것같은 사람들은 사람들은	
는 이번 하는데 그는 전에 하는 어떻게 되었다. 그는 그렇게 그렇게 그렇게 하는 것이 없었다.	
의 그 아들 그는 그 이 사는 그 하다는 하는 것이 하는데 작은데 되었다. 그는 얼룩되었다. 중에 한 반 사이는	
아이는 그를 모른하는 것이 있을 때문에 먹는다고 있다는 그 그를 그릇을 맞는다는 하는데 일본증로 가르는데 다른	
이번 사람들은 그리고 가는 일이 가득하고 있었다. 그는 사람들은 사람들은 그리고 가는 사람들이 가는 것이 되었다.	
이렇게 그렇게 그리면 그는 이번 이번들이 되었다. 그는 그는 그들은 모시는 말로 그리고 함께 불편한 보인을 하셨다. 그 그는 그	
그는 사람들이 되는 그는 아내가 하십시오는 소로는 외학에도 되었다. 그 호텔은 한국의 함께 하지만 되는 것도 하는 것	
그리는 살이 하는 그 과는 말이는 그렇게 하지만 하는 그렇게 본 먹는 것이라고 되는 것이다. 그 그 그리	
어른 사람들은 사람들의 발견을 가려면 하는 것이 되는 사람들이 되었다.	