



Baystate Franklin Medical Center Patient Family Advisory Council
2010 Annual Report

Bringing the perspectives of patients and families directly into the planning, delivery, and evaluation of health care is key to quality and safety. The Baystate Franklin Medical Center Patient and Family Advisory Council (PFAC) provides a forum for patients and families to participate in decision making, information sharing and policy and program development.

Supporting continuous quality improvement, communication and planning, the Council consists of a unique and diverse group of community members who represent Baystate Franklin Medical Center's patients and families. PFAC at Baystate Health hospitals are supported by BC -4.6 HOSPITAL PATIENT & FAMILY ADVISORY COUNCILS (PFAC) POLICY.

Building on the foundation set forth as the Baystate Franklin Medical Center PFAC was launched in April 2010, goals for the upcoming year include developing a process to select/nominate a member as co-facilitator. Consistent with our vision of providing integrated, coordinated care that is both high quality and efficient, the Baystate Franklin Medical Center PFAC plans to regularly seek input from members aimed at improving transition of care across the continuum.

The goals of the PFAC are to:

1. Strengthen Baystate Health decision-making by drawing upon the diverse experiences and viewpoints of the people who look to Baystate Health hospitals for care;
2. Offer insight and recommendations for improving quality, service, safety, access, education and patient and family satisfaction and loyalty;
3. Serve as a coordinating mechanism receiving and responding to patient and community input, and channeling information, needs and concerns to staff and administration;
4. Enhance relationships between Baystate Health hospitals and patients/families and the community;
5. Reflect the unique culture of each Baystate Health hospital and reflect the socio-demographics of the hospital's patient service area.

OBJECTIVE

The objective of the PFAC is to support continuous quality improvement, communication and planning by:

1. Helping Baystate Health senior leadership to identify issues and opportunities which have the potential to improve health care and service in relation to one or more of the Baystate Health stated goals and strategic plan;
2. Recommending solutions (or refinements) to existing services, programs, policies, communications, and/or business strategies that are more effective in meeting the needs of patients and families;
3. Developing creative, cost-effective solutions to problems and challenges faced by the organization;
4. Promoting respectful, effective partnerships between patients and families and health care providers and administrators;
5. Considering matters referred to them by the Hospital Quality Councils/Senior Management Teams.

The role of the PFAC is solely consultative. Members will be expected to serve as “the voice of the customer—Baystate Health’s patients and families.” In this role, members help to “facilitate family and patient participation in hospital care and decision making, information sharing and policy and program development.”

Members proactively offer advice, information and recommendations on planning, policies, and procedures for Baystate Health. Information from this group will provide Baystate Health leadership with an enhanced understanding of how to improve quality, program development, service excellence, communications, patient safety, facility design, patient and family education, staff orientation and education and patient/family satisfaction and loyalty.

Members may:

- Present how patients and families might feel and think about issues concerning quality, program development, service excellence, communications, patient safety, facility design, patient and family education, staff orientation and education and patient/family satisfaction and loyalty;
- Assist in developing a better understanding of patient and family needs and expectations;
- Recommend refinements to Baystate Health operations, policies and/or procedures;
- Review selected communication materials to help rewrite them from the patient and family perspective making them more understandable and user friendly;
- Review patient satisfaction survey results and make recommendations for addressing concerns identified;
- Identify structural and cultural barriers to patients obtaining health care services and recommend strategies to overcome these;
- Act as a sounding board for new (existing) services, policies, health related programs, communications, and business strategies; and
- Identify issues and opportunities for BH consideration;
- Consider matters referred to them by the Hospital Quality Council.

MEMBERSHIP OF THE PFAC

Members will be solicited through regular communications to Baystate Health patients, families and the community. Potential members will complete a one–page application. Materials will be available in English and other languages spoken by a majority of patients. Members will be screened, interviewed and are selected by each Hospital’s PFAC Co-chairs. The PFAC consists of up to fifteen patients, families and community members and represents a cross-section of the families served by each BH hospital. At least 50% of the PFAC members must be current or former patients or family members (Proposed Amendment to 105CMR 130.000 Hospital Licensure’ March 30, 2009).

Council Support

The estimated annual expense of \$500 covers funds for member transportation, childcare, meals, copying, mailers, etc. This amount is based on quarterly meetings and is not inclusive of salary support. Staff time includes two Baystate Franklin Medical Center leaders who serve the council as facilitators, administrative assistant support and two leaders from the hospital’s Leadership Council. There is ongoing collaboration with the other Baystate Health Hospital PFACs and participation in MHA conferences, webinars and audio conferences throughout the year.

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| <p><u>Selection Criteria</u></p> <p>Members will be selected based on the following criteria:</p> <ul style="list-style-type: none"> • Able to listen to differing opinions and share different points of view • Positive and supportive of the mission of the hospital • Share insights and information about their experiences in ways that others can learn from them • See beyond their personal experiences • Show concern for more than one issue or agenda • Respect diversity and the perspectives of others • Adhere to the BH operating principles of respect, • trust, collaboration, communication and | <p><u>Recruitment</u></p> <ul style="list-style-type: none"> • Nominations based on canvas across Baystate Franklin Medical Center leaders • Invitations letters mailed February 2010 • 16 candidates vetted by sponsoring senior leadership team • 7 applications returned-all accepted after interviews <p><u>Membership</u></p> <ul style="list-style-type: none"> • 7 of 7 attended 1st meeting • 7 adult patient and family members strong • 2 Co-facilitators • The Baystate Franklin Medical Center Patient and Family Advisory Council is • co-facilitated by Gina Campbell, RN, |
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| <p>integrity</p> <ul style="list-style-type: none"> • Speak comfortably in a group with candor • Interact well with many different kinds of people Work in partnership with others • Diversity: Represent the ethnic, racial, geographic diversity reflective of the patient population served at each BH hospital. | <p>MSN, director of Quality and Risk Management, and Marla Killough, MSW, LICSW, Social Work Supervisor</p> |
| <p><u>Meeting Requirements</u></p> <p>The Council shall meet at least quarterly.</p> <p>Minutes of Council meetings shall be maintained for a minimum of five years.</p> <p>Minutes of Council meetings including Council accomplishments shall be transmitted to the Hospital’s governing body.</p> <p>At least 50% of the Council members shall be current or former patients or family members.</p> <p>Members should be representative of the community served by the hospital.</p> | <p><u>Meeting Dates & Agenda items</u></p> <p><u>April 8, 2010</u></p> <p>Welcome & Member Introductions Overview: Baystate History, Mission & Values</p> <p>Orientation to Baystate Patient & Family Advisory Council (Bylaws, confidentiality, meeting structure & process)</p> <p>Discussion & Advisory: diet and meal requests</p> <p>Communication & contact information</p> <p><u>June 17, 2010</u></p> <p>Welcome and Introductions</p> <p>Review & approval of minutes from meeting (4/8/10)</p> <p>Medication lists for patients</p> <p>Diet and meal selection for patients</p> <p>Preparation for colonoscopy</p> <p>Recommendations</p> <p>Discussion and Advisory, Q&A</p> <p>Adjournment</p> |

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| | <p><u>September 16, 2010</u></p> <p>Welcome</p> <p>Review & Approval of meeting minutes (6/17/2010)</p> <p>Request for feedback, TV programming for patients</p> <p>Shared new BH policy for diet and meals for patients, a direct result of feedback from the BFMC PFAC</p> <p>Telephone directory listings for hospital and practices</p> <p>Discharge instructions for surgical patients</p> <p>Discussion and Advisory</p> <p>PFAC Annual Report</p> <p>BFMC service excellence goal for FY11</p> |
| <p><u><i>Achieving and Maintaining Success with Council</i></u></p> <p>Orientation to BH mission, values & structure, PFAC policy</p> <p>Confidentiality policy reviewed & agreements on file</p> <p>Strong attendance; Early group synergy, commitment & excitement</p> <p>On-site parking during meetings</p> <p>Assistance offered to cover child care & travel expenses as requested</p> <p>Co-facilitators responsible for tracking activities, celebrating successes & maintaining recruitment activities</p> | <p><u><i>Accomplishments</i></u></p> <p>Development of Baystate Health Policy for diet and meal selection for patients who are interested in ordering items not a part of their prescribed diet</p> <p>Council education regarding clinical topics of interest (medication lists, colonoscopy preparation, etc).</p> <p>Feedback provided for patient TV programming</p> <p>PFAC members sharing experiences and recommendations for improvement openly with hospital</p> |



Baystate Franklin Medical Center

Greenfield, MA 01301

PATIENT AND FAMILY ADVISORY COUNCIL APPLICATION

If you are interested in joining the Baystate Franklin Medical Center Patient and Family Advisory Council please complete the application and return it in the envelope provided.

Name _____

Address _____

City _____ State _____ Zip Code _____

Home Phone _____ Cell Phone _____

Place of Employment _____ Work Phone _____

E-mail Address _____

Please answer these questions as completely as possible. Circle "yes" or "no" where applicable.

1. Why are you interested in joining the Baystate Franklin Medical Center Patient and Family Advisory Council?

2. Do you participate on other committees or boards of directors? Yes No If yes, which ones?

3. Are you able to make the time commitment to attend three of four meetings a year? Yes No

4. A meeting schedule will be established to meet the needs of the Patient and Family Advisory Council members. Please share the best/preferred time of day for you:

5. Does transportation pose any issues for you? Yes No

6. Do you require any special accommodations in order to participate at the meeting (*e.g., sign or other language interpreter, handicap access*)? Yes No If yes, which one(s)?

7. Are there any other specific concerns you would like to see this group discuss?

Thank you,

If you would like more information on becoming a member of the BFMC Patient and Family Advisory Council, please call Gina Campbell at 413-773-2232 or e-mail her gina.campbell@baystatehealth.org, or contact Marla Killough at 413-773-2303 or e-mail her marla.killough@baystatehealth.org.