



BMC Adult 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 Health Patient and Family Advisory Council 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 can represent Baystate Health's patients and families. PFAC councils at Baystate Health are supported by BC -4.6 HOSPITAL PATIENT & FAMILY ADVISORY COUNCILS (PFAC) POLICY.

Building on the foundation set forth as the adult PFAC was launched last year, 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 PFAC council 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 BH decision-making by drawing upon the diverse experiences and viewpoints of the people who look to BH 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 BH hospitals and patients/families and the community;
5. Reflect the unique culture of each BH 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:

6. Helping BH 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 BH stated goals and strategic plan;
7. 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;
8. Developing creative, cost-effective solutions to problems and challenges faced by the organization;
9. Promoting respectful, effective partnerships between patients and families and health care providers and administrators;
10. 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 BH 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 BH 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 makes recommendations for addressing concerns identified;
- Identify structural and cultural barriers to patients obtaining health care services and recommends 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 BH 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 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 \$2500 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 RN facilitators (0.2 FTE/month) and administrative secretarial (0.1 FTE/month) support. There is ongoing collaboration with Children’s Hospital PFAC and participation in FHI, IPFCC and MHA conferences, webinars and audio conferences throughout the year.

SELECTION CRITERIA	<u>RECRUITMENT</u>
<p>Members will be selected based on the following criteria:</p> <ul style="list-style-type: none"> <li>• Able to listen to differing opinions and share different points of view;</li> <li>• Positive and supportive of the mission of the hospital;</li> </ul>	<ul style="list-style-type: none"> <li>• Nominations based on canvas across BH by various leaders</li> <li>• Invitations letters mailed 10-2009</li> </ul>

<ul style="list-style-type: none"> <li>• Share insights and information about their experiences in ways that others can learn from them;</li> <li>• See beyond their personal experiences;</li> <li>• Show concern for more than one issue or agenda;</li> <li>• Respect diversity and the perspectives of others;</li> <li>• Adhere to the BH operating principles of respect, trust, collaboration, communication and integrity;</li> <li>• Speak comfortably in a group with candor;</li> <li>• Interact well with many different kinds of people;</li> <li>• Work in partnership with others;</li> <li>• Diagnosis: Represent experiences from key BH service lines; Heart &amp; Vascular Services, Baystate Regional Cancer Program, Women’s Health, Obstetrics, Medicine, Surgery.</li> <li>• Diversity: Represent the ethnic, racial, geographic diversity reflective of the patient population served at each BH hospital.</li> </ul>	<ul style="list-style-type: none"> <li>• 22 candidates vetted by sponsoring senior leadership team</li> <li>• 16 applications returned-all accepted after interviews</li> </ul> <p><u>Membership</u></p> <ul style="list-style-type: none"> <li>• 14 out 16 attended 1<sup>st</sup> meeting</li> <li>• 13 adult members strong</li> <li>• Council inclusive of diversity Demographics: 43% male 57% female 21% African American 14% Latino</li> <li>• 2 Co-facilitators</li> </ul> <p>The Baystate Health Patient and Family Advisory Council is co-facilitated by Diane Thomas, RN, BSN, director of Patient Relations and Maripat Toye, RN, MS, manager of Baystate Pediatric Infectious Disease.</p>
<p>Meeting Requirements</p> <ul style="list-style-type: none"> <li>• The Council shall meet at least quarterly.</li> <li>• Minutes of Council meetings shall be maintained for a minimum of five years.</li> <li>• Minutes of Council meetings including council accomplishments shall be transmitted to the hospital’s governing body.</li> <li>• At least 50% of the Council members shall be current or former patients or family members and should</li> <li>• Members should be representative of the community served by the hospital.</li> </ul>	<p>Meeting Dates &amp; Agenda items</p> <p><u>January 27, 2010</u></p> <ul style="list-style-type: none"> <li>• Welcome &amp; Member Introductions</li> <li>• Overview: Baystate History, Mission &amp; Values</li> <li>• Orientation to Baystate Patient &amp; Family Advisory Council (Bylaws, confidentiality, meeting structure &amp; process)</li> <li>• Discussion &amp; Advisory: Case example: BH Visiting Guidelines</li> <li>• Communication &amp; contact information</li> </ul> <p><u>March 31, 2010</u></p> <ul style="list-style-type: none"> <li>• Welcome and Introductions</li> <li>• Review of minutes from last</li> </ul>

	<p>meeting (1/27/10)</p> <ul style="list-style-type: none"> <li>• Photographers</li> <li>• Draft “Visiting Hours Policy”</li> <li>• Discussion and Suggestions</li> <li>• Any other questions</li> <li>• Adjournment</li> </ul> <p><u>June 2, 2010</u></p> <ul style="list-style-type: none"> <li>• Welcome</li> <li>• Approval of minutes</li> <li>• Presentation “ BH Models of Care Management</li> <li>• Discussion and Q &amp;A</li> <li>• Future Agenda discussion</li> </ul> <p>Next Meeting: October 20, 2010  Agenda: Transitions of Care, member nominations.</p>
<p>Achieving and Maintaining Success with Council</p> <ul style="list-style-type: none"> <li>• Orientation to BH mission, values &amp; structure, PFAC policy</li> <li>• Confidentially policy reviewed &amp; agreements on file</li> <li>• Special group email to facilitate communication</li> <li>• Group photo by BMC Media Services</li> <li>• Strong attendance</li> <li>• On-site parking during meetings</li> <li>• Assistance offered to cover child care &amp; travel expenses</li> <li>• Co-facilitators responsible for tracking activities, celebrating successes &amp; maintaining recruitment activities</li> <li>• Early groups synergy, commitment &amp; excitement</li> </ul>	<p><u>Accomplishments</u></p> <ul style="list-style-type: none"> <li>• Creation of BMC PFAC email address to facilitate communication between council members</li> <li>• Actively developing visitation policy-draft policy in review by council</li> <li>• Provide senior leadership with regular updates on council activity</li> <li>• Nominated member to attend Strategic Nursing Planning retreat 4/9/10</li> <li>• Standing meeting evaluations</li> </ul>



**PATIENT AND FAMILY ADVISORY COUNCIL APPLICATION**

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

**APPLICATION FOR BAYSTATE MEDICAL CENTER (BMC) PATIENT AND FAMILY ADVISORY COUNCIL**

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 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 or four meetings a year? Yes No

4. Dinner meetings will be held at Baystate Medical Center, 759 Chestnut Street, Springfield, MA. Does transportation pose any issues for you?  
Yes No

5. 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)? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. 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 BMC Patient and Family Advisory Council, please call Diane Thomas, RN 413-794-5456 or Maripat Toye, RN 413-794-5399.

