

Baystate Wing Hospital Patient and Family Advisory Council 2015 Report

Last Modified: 09/28/2015

1. Hospital Name

Answer	Total Responses
Baystate Wing Hospital	1
Total	1

2. Year PFAC Established

#	Answer	Bar	Response	%
1	Prior to 2008		0	0%
2	2008		0	0%
3	2009		1	100%
4	2010		0	0%
5	2011		0	0%
6	2012		0	0%
7	2013		0	0%
	Total		1	

3. Staff PFAC Contact Name and Title

Text Response

Janice Kucewicz, VP

4. Staff PFAC Contact Email and Phone

Text Response

janice.kucewicz@baystatehealth.org 413.284.5249

5. Our PFAC has (click the best choice):

#	Answer	Bar	Response	%
1	by-laws		1	100%
2	agreed-upon policies and procedures		0	0%
3	neither		0	0%
	Total		1	

6. Our PFAC manages itself through (describe in 1500 characters or fewer) :

This question was not displayed to the respondent.

7. Our PFAC recruits new members using the following approaches (click all that apply):

#	Answer	Bar	Response	%
1	Word of mouth		1	100%
2	Promotional efforts within institution to patients		0	0%
3	Promotional efforts within institution to providers or staff		0	0%
4	Through existing members		1	100%
5	Facebook and Twitter		0	0%
6	Recruitment brochures		1	100%
7	Hospital publications		0	0%
8	Hospital banners and posters		0	0%
9	Through care coordinators		0	0%
10	Through patient satisfaction surveys		0	0%
11	Through community-based organizations		0	0%
12	Through houses of worship		0	0%
13	At community events		0	0%
14	Other		0	0%
15	None		0	0%

8. Describe other recruitment method (in 1500 characters or fewer):

This question was not displayed to the respondent.

9. Our PFAC chair or co-chair is a patient or family member

#	Answer	Bar	Response	%
1	Yes		1	100%
2	No		0	0%
	Total		1	

10. Our PFAC chair or co-chair is a hospital staff member

#	Answer	Bar	Response	%
1	Yes		1	100%
2	No		0	0%
	Total		1	

11. Chair/Co-Chair hospital position title:

Text Response

Vice President for Quality, Process Imp and Behavioral Health

12. This person is the official PFAC staff liason

#	Answer	Bar	Response	%
1	Yes		1	100%
2	No		0	0%
	Total		1	

13. Total number of staff members on the PFAC:

Text Response

6

14. Total number of current or former patients or family members on the PFAC:

Text Response

12

15. The name of the hospital department supporting the PFAC is:

Text Response

Administration

16. If not mentioned above, the hospital position of the PFAC staff liason is:

This question was not answered by the respondent.

17. The hospital reimburses PFAC members for the following costs associated with attending or participating in meetings (click all that apply):

#	Answer	Bar	Response	%
1	Provide free parking		1	100%
2	Provide meals		1	100%
3	Provide translator or interpreter services		0	0%
4	Provide assistive services for those with disabilities		0	0%
5	Provide meeting conference call or webinar options		0	0%
6	Provide mileage or travel stipends		0	0%
7	Provide financial support for child care or elder care		0	0%
8	Provide stipends for participation		0	0%
9	Provide on-site child or elder care		0	0%
10	Provide reimbursement for attendance at annual PFAC conference		1	100%
11	Provide reimbursement for attendance at other conferences or trainings		1	100%
12	Provide gifts of appreciation to PFAC members annually		1	100%
13	Cover travel expenses to attend conferences		0	0%

14	Provide other supports		0	0%
15	None		0	0%

18. Describe other supports provided (in 1500 characters or fewer):

This question was not displayed to the respondent.

19. Our catchment area is geographically defined as:

Text Response

Towns in the hospital catchment area

20. Race:

American Indian or Alaska Native	Asian	Black or African American	Native Hawaiian or Other Pacific Islander	White
0%	1%	1%	0%	93%

21. Ethnicity:

Hispanic or Latino	Not Hispanic or Latino
2%	94%

22. Race:

American Indian or Alaska Native	Asian	Black or African American	Native Hawaiian or Other Pacific Islander	White
0%	1%	1%	0%	93%

23. Ethnicity:

Hispanic or Latino	Not Hispanic or Latino
2%	94%

24. Race:

American Indian or Alaska Native	Asian	Black or African American	Native Hawaiian or Other Pacific Islander	White
0%	0%	1%	0%	99%

25. Ethnicity:

Hispanic or Latino	Not Hispanic or Latino
0%	100%

26. Our PFAC is undertaking the following activities to ensure appropriate representation of our membership in comparison to our patient or catchment area (describe in 3000 characters or fewer):

Text Response

Baystate Wing Hospital has 5 physician office practices in the surrounding communities of the hospital. The PFAC membership is drawn from these communities to represent the diverse needs of the population that we serve. The PFAC is attempting to have representation from all generations on the council.

27. Our process for developing and distributing agendas for our PFAC meetings (click the best choice):

#	Answer	Bar	Response	%
1	The staff develops the agenda and sends it out prior to the meeting		1	100%
2	The staff develops the agenda and distributes it at the meeting		0	0%
3	PFAC members develop the agenda and send it out prior to the meeting		0	0%
4	PFAC members develop the agenda and distribute it at the meeting		0	0%
5	The PFAC has a collaborative process between staff and patients/family members to develop and distribute the agenda		0	0%
6	Other process		0	0%
7	None		0	0%
	Total		1	

28. Describe the process (in 1500 characters or fewer):

This question was not displayed to the respondent.

29. Describe the process (in 1500 characters or fewer):

This question was not displayed to the respondent.

30. The PFAC goals set for FY 2015 were (describe in 1500 characters or fewer):

Text Response

Complete orientation booklet for new members Enculturate PFAC into Baystate Health Engage with PFAC from Baystate Mary Lane Hospital (two hospitals now considered the Baystate Health Eastern Region) Have PFAC member(s) involved with way finding projects and ED building project when applicable

31. The FY 2015 goals were (click the best choice):

#	Answer	Bar	Response	%
1	Developed by staff and reviewed by PFAC members		0	0%
2	Developed by PFAC members and staff		1	100%
3	Neither		0	0%
	Total		1	

32. Our PFAC has the following subcommittees (click all that apply):

#	Answer	Bar	Response	%
1	Government Relations		0	0%
2	Emergency Department		0	0%
3	Education and Communication		0	0%
4	Family Support		0	0%
5	Policies and Procedures		0	0%
6	Palliative Care		0	0%
7	Annual Report		0	0%
8	Publications		0	0%
9	Nominations		0	0%
10	Marketing		0	0%
11	Behavioral Health		0	0%
12	Medication Safety		0	0%
13	Hospital Safety		1	100%
14	Other		0	0%
15	None		0	0%

33. Describe other subcommittee (in 1500 characters or fewer):

This question was not displayed to the respondent.

34. How does the PFAC interact with the Hospital Board of Directors? (click all that apply)

#	Answer	Bar	Response	%
1	PFAC submits annual report to Board		1	100%
2	PFAC submits meeting minutes to Board		1	100%
3	PFAC member(s) attends Board meetings		1	100%
4	Board member(s) attends PFAC meetings		0	0%
5	PFAC member(s) are on board-level committee(s)		0	0%
7	Other		0	0%

35. Describe other interaction (in 1500 characters or fewer):

This question was not displayed to the respondent.

36. URL/link to the PFAC section of the hospital website:

Text Response

Baystatehealth.org

37. Describe the PFAC's use of email, listservs, or social media (in 3000 characters or fewer):

Text Response

Notices of meetings, the agenda and the minutes are sent out via email.

38. Number of new PFAC members this year:

Text Response

6

39. The orientation was provided by:

Number of Staff Members	Number of PFAC Members
2	1

40. The content included (click all that apply):

#	Answer	Bar	Response	%
1	Meeting with hospital staff		1	100%
2	A general hospital orientation		1	100%
3	Information on concepts of patient- and family-centered care (PFCC)		1	100%
4	Information on patient engagement in research		0	0%
5	PFAC policies, member roles and responsibilities		1	100%
6	Information on health care quality and safety		1	100%
7	History of the PFAC		1	100%
8	A "buddy program" with old members		1	100%
9	How PFAC fits within the organization's structure		1	100%
10	Other		0	0%

41. Describe other content (in 3000 characters or fewer):

This question was not displayed to the respondent.

42. PFAC members are considered hospital volunteers and therefore (click all that apply):

#	Answer	Bar	Response	%
1	Attend hospital volunteer trainings		0	0%
2	Require immunizations or TB checks		0	0%
3	Require CORI checks		0	0%
4	Other		1	100%

43. Describe other PFAC member requirement(s) (in 1500 characters or fewer):

Text Response

PFAC members submit an application. If a member is interested in rounding on inpatients, then the individual will need to have a CORI check, health screening including vaccinations and TB testing, and a hospital volunteer orientation.

44. Our PFAC provides education to our members on the topic of patient-centered outcomes research

#	Answer	Bar	Response	%
1	Yes		0	0%
2	No		1	100%
	Total		1	

45. Accomplishment 1 (describe in 3000 characters or fewer):

Text Response

Established a group of PFAC members that visit hospitalized patients to assist with Patient Satisfaction. The PFAC members were interested in the leadership rounding that had been established where the leadership team would round on inpatients to check on their hospital stay. This led to the hospital developing a process to allow the interested PFAC members to complete the necessary paperwork including vaccines and a CORI check to be allowed to visit inpatients to introduce themselves as PFAC members, have a casual conversation, inquire about their hospital stay and relay any pertinent information that may need to be addressed with the nursing staff. Currently we have 3 members that visit inpatients on an occasional basis. The co chair of the PFAC was invited to the Baystate Franklin PFAC meeting to describe the process that was developed for PFAC members to visit patients.

46. The idea for Accomplishment 1 came:

#	Answer	Bar	Response	%
1	Directly from the PFAC		1	100%
2	From a department, committee, or unit that requested PFAC input		0	0%
	Total		1	

47. Accomplishment 2 (describe in 3000 characters or fewer):

Text Response

Hosted a Baystate Health System PFAC meeting for all the member hospitals. As new members to the Baystate Health System, the PFAC established a goal to enculturate the council into the new system. The Baystate Wing PFAC hosted all the Baystate Health PFAC committee members in June. The meeting was to share PFAC activities amongst the members, learn more about the Baystate Health Strategic plan including the patient experience goal and to meet the members in attendance (a twenty minute meet and greet session was held so that each member had the opportunity to meet 10 new people during a 2 minute interactive session). PFAC members were given the option of a tour of BWH at the end of the evening since many individuals had never been to Baystate Wing Hospital.

48. The idea for Accomplishment 2 came:

#	Answer	Bar	Response	%
1	Directly from the PFAC		1	100%
2	From a department, committee, or unit that requested PFAC input		0	0%
	Total		1	

49. Accomplishment 3 (describe in 3000 characters or fewer):

Text Response

Engaged with the PFAC from Baystate Mary Lane inviting the group to our November meeting and then to our holiday celebration. As the Baystate Eastern Region was forming, the Baystate Wing PFAC invited the Baystate Mary Lane PFAC to the November, 2014 meeting to share each others projects, accomplishment and any opportunities. Several members attended the meeting and ideas were shared. The members were invited to a holiday gathering where a meal was served and patient family members received public recognition of the work they accomplish and each received a small token of appreciation .

50. The idea for Accomplishment 3 came:

#	Answer	Bar	Response	%
1	Directly from the PFAC		1	100%
2	From a department, committee, or unit that requested PFAC input		0	0%
	Total		1	

51. Accomplishment 1 (describe in 3000 characters or fewer):

Text Response

Completed the booklet for orientation purposes for new members. After the initial orientation of the membership, the lack of a written reference manual for new members was identified. An orientation booklet was developed to augment the orientation process that occurs with each new member and allows the individual to a reference guide if needed.

52. The idea for Accomplishment 1 came:

#	Answer	Bar	Response	%
1	Directly from the PFAC		1	100%
2	From a department, committee, or unit that requested PFAC input		0	0%
	Total		1	

53. Accomplishment 2 (describe in 3000 characters or fewer):

Text Response

The PFAC gave input to the nursing department on the implementation of the " No Pass Zone" that the hospital was in the planning stages to assist with having all staff trained on not passing a patient room that had a nurse call light on. The PFAC gave input into this process.

54. The idea for Accomplishment 2 came:

#	Answer	Bar	Response	%
1	Directly from the PFAC		0	0%
2	From a department, committee, or unit that requested PFAC input		1	100%
	Total		1	

55. Accomplishment 3 (describe in 3000 characters or fewer):

This question was not answered by the respondent.

56. The idea for Accomplishment 3 came:

#	Answer	Bar	Response	%
1	Directly from the PFAC		0	0%
2	From a department, committee, or unit that requested PFAC input		0	0%
	Total		0	

57. Challenge 1 (describe in 3000 characters or fewer):

Text Response

During this past year, several resignations of the membership were accepted. The PFAC had a total of 7 resignations- 5 from patient/family members and 2 were from staff due to job consolidation. We have replaced all the members but one and are actively recruiting. As new members are brought on, the topics of discussion have increased in time due to bringing the new members up to date which may impact the engagement of the seasoned members despite orientation of the new members. This is a process that we will continue to refine and learn with each transition.

58. Challenge 2 (describe in 3000 characters or fewer):

Text Response




Providing timely feedback to all ideas that are presented at the PFAC meetings. Many ideas are generated at each meeting and documented in the minutes. Some ideas are not followed through on due to the cost of the idea or the lack of staff to implement. We will be working on increasing our communication back to the individual generating the idea to close out the subject to enhance the communication to the membership.

59. Challenge 3 (describe in 3000 characters or fewer):

Text Response

Currently we have only one member serving on a hospital committee. We are trying to increase the participation of the members to attend various hospital committees as to have patient/family representation and seek their input.

60. Our PFAC provided advice or recommendations to the hospital on the following areas mentioned in the law (click all that apply):

#	Answer	Bar	Response	%
1	Quality improvement initiatives		1	100%
2	Patient education on safety and quality matters		1	100%
3	Patient and provider relationships		1	100%
4	Institutional Review Boards		0	0%
5	Other		0	0%
6	None		0	0%

61. Describe other advice/recommendations (in 1500 characters or fewer):

This question was not displayed to the respondent.

62. PFAC members participated in the following activities mentioned in the law (click all that apply):

#	Answer	Bar	Response	%
1	Served as members of task forces		0	0%
2	Served as members of awards committees		0	0%
3	Served as members of advisory boards/groups or panels		1	100%
4	Served on search committees and in the hiring of new staff		0	0%
5	Served as co-trainers for clinical and nonclinical staff, in-service programs, and health professional trainees		0	0%
6	Serve on selection of reward and recognition programs		0	0%
7	Serve as members of standing hospital committees that address quality		1	100%
8	Other areas of service not listed above		0	0%
9	None		0	0%

63. More details about PFAC member activities:

Number of members serving on task forces	Number of members serving on awards committees	Number of members serving on advisory boards/groups or panels	List names of above groups and number of members serving on each	Number of members serving on search committees	Number of members serving as co-trainers	Number of members serving as members of hospital quality committees	List names of above groups and number of members serving on each	List names and number of members participating in other areas of service
		2	Baystate Health Strategic Planning meeting- 2 members attended			1	PatientSafety/Safety Committee one member attending	

64. The hospital shared the following public hospital performance information with the PFAC (click all that apply):

#	Answer	Bar	Response	%
1	Serious Reportable Events		0	0%
2	Healthcare-Associated Infections		0	0%
3	Department of Public Health (DPH) information on complaints and investigations		1	100%
4	Staff influenza immunization rate		1	100%
5	Patient experience/satisfaction scores		1	100%
6	Patient complaints		0	0%
7	Patient Care Link		0	0%
8	Joint Commission surveys		1	100%
9	Hospital Compare		1	100%

10	Family satisfaction surveys		0	0%
11	Quality of life data		0	0%
12	Rapid response data		0	0%
13	Other		0	0%
14	None		0	0%

65. List other public hospital performance information shared (in 1500 characters or fewer):

This question was not displayed to the respondent.

66. Describe the process by which public hospital performance information was shared (describe in 1500 characters or fewer):

Text Response

Members were given monthly updates on the Patient Satisfaction (HCAHPS) scores and changes to processes that were implemented to improve the scores. Hospital Compare data was shared with the PFAC.

67. Our PFAC activities related to the following state or national quality of care initiatives (click all that apply):

#	Answer	Bar	Response	%
1	Healthcare-Associated Infections		0	0%
2	Rapid response teams		0	0%
3	Hand-washing initiatives		0	0%
4	Checklists		0	0%
5	Disclosure of harm and apology		0	0%
6	Fall prevention	<div style="width: 100%; height: 10px; background-color: blue;"></div>	1	100%
7	Informed decision making/informed consent		0	0%
8	Improving information for patients and families		0	0%
9	Health care proxies/substituted decision making	<div style="width: 100%; height: 10px; background-color: blue;"></div>	1	100%
10	End-of-life planning (e.g. hospice, palliative, advanced directives)	<div style="width: 100%; height: 10px; background-color: blue;"></div>	1	100%
11	Care transitions (e.g. discharge planning, passports, care coordination, and follow-up between care settings)	<div style="width: 100%; height: 10px; background-color: blue;"></div>	1	100%
12	Observation status for Medicare patients		0	0%
13	Mental health care		0	0%
14	Other program		0	0%
15	None		0	0%

68. Describe other program (in 1500 characters or fewer):

This question was not displayed to the respondent.

69. The hospital shares the PFAC annual reports with PFAC members:

#	Answer	Bar	Response	%
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1	Yes		1	100%
2	No		0	0%
	Total		1	

70. Massachusetts law requires that the PFAC report be available to the public.
 We (click the best choice):

#	Answer	Bar	Response	%
1	Post the report online		1	100%
2	Provide a phone number or email to use for accessing the report		0	0%
3	Other		0	0%

71. Describe other method for making the report available to the public (in 1500 characters or fewer):

This question was not displayed to the respondent.