



**HCFA**  
Health Care For All  
MASSACHUSETTS

**PFAC**  
MASSACHUSETTS  
PATIENT & FAMILY ADVISORY COUNCILS  
*Making a Difference in Care*

## PFAC Annual Report Form

Health Care For All (HCFA) advocates for health justice in Massachusetts by working to promote health equity and ensure coverage and access for all. HCFA uses direct service, policy development, coalition building, community organizing, public education and outreach to achieve its mission. HCFA envisions a day when everyone in Massachusetts has the equitable, affordable, and comprehensive care they need to be healthy.

### 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 which will be posted on HCFA's website, <https://hcfama.org/pfac/>. 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

### Who can I contact with questions?

Please contact us at [atappan@hcfama.org](mailto:atappan@hcfama.org) or call us at 617-275-2982.

Please email completed forms to [PFAC@hcfama.org](mailto:PFAC@hcfama.org).

**Reports should be completed by October 1, 2021.**

# 2021 Patient and Family Advisory Council Annual Report Form

The survey questions concern PFAC activities in fiscal year 2021 only: (July 1, 2020 – June 30, 2021).

## Section 1: General Information

### 1. Hospital Name:

NOTE: Massachusetts law requires every hospital to make a report about its PFAC publicly available. HCFA strongly encourages the completion of an individual report for each hospitals-wide PFAC.

#### 1a. 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):

#### 1b. Will another PFAC at your hospital also submit a report? N/A

- Yes
- No
- Don't know

#### 1c. 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: Kristina Healey, MPH, Patient Experience Manager, BH

2b. Email: kristina.healey@baystatehealth.org

2c. Phone: 413-794-2164

Not applicable

### 4. Patient/Family PFAC Co-Chair Contact:

3a. Name and Title: Jenny Davies, FHFMA, Finance Director, BH Laboratories

3b. Email: jenny.davies@baystatehealth.org

3c. Phone: 413-322-4669

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 2020

**8. Total number of staff members on the PFAC: 2**

**9. Total number of patient or family member advisors on the PFAC: 7**

**10. The name of the hospital department supporting the PFAC is:** Office of Patient Experience

**11. The hospital position of the PFAC Staff Liaison/Coordinator is:** Patient Experience Manager

**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: Hampden County

Don’t know

14. The racial and ethnic groups in these areas include (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	0.8	2.7	10.9	0.2	61.4	2.8	26.3	<input type="checkbox"/> Don’t know
14b. Patients the hospital provided care to in FY 2021	0.1	1.3	10.7	0.1	52.0	2.8	33.0	<input type="checkbox"/> Don’t know
14c. The PFAC patient and family advisors in FY 2021					100.0			<input type="checkbox"/> Don’t know

15. The languages spoken in these areas include (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 2021	10	<input type="checkbox"/> Don’t know
15b. PFAC patient and family advisors in FY 2021	0	<input type="checkbox"/> Don’t know

15c. What percentage of patients that the hospital provided care to in FY 2021 spoke the following as their primary language?

	%
Spanish	8.00
Portuguese	0.11
Chinese	0.05
Haitian Creole	0.04
Vietnamese	0.10
Russian	0.46
French	0.05
Mon-Khmer/Cambodian	0.04
Italian	0.01
Arabic	0.39
Albanian	0.01
Cape Verdean	0.00

Don't know

15d. In FY 2021, 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	
American Sign Language (ASL)	14.0

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:**

With the support of our Diversity and Inclusion Office, we are including language in all our communications on recruiting with strong emphasis on diversity.

**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)
- 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:  
Liaison, Chair and Chair-Elect meet to set the agenda, which is then emailed to members.  
Lists of items for future topics are solicited from PFAC members during meetings.

17b. If other process, please describe:

**18. The PFAC goals and objectives for 2021 were: (check the best choice):**

- 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 2021– **Skip to #20**

**19. The PFAC had the following goals and objectives for 2021:**

Increased visibility within Baystate Medical Center, choose recipients for and present 3<sup>rd</sup> Annual PFAC Awards, expand patient rounding, recruit members who reflect the diversity of those served by Baystate Medical Center.

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

**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:**

Email is used for dissemination of meeting materials and is the primary means of communication.

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

**Section 5: Orientation and Continuing Education**

**23. Number of new PFAC members this year: 1**

**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: During Covid, orientation was conducted with the available resources provided to volunteers and employees remotely.

**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:

**Section 6: FY 2021 PFAC Impact and Accomplishments**

*The following information concerns PFAC activities in the fiscal year 2021.*

**26. Please share the following information on the PFACs accomplishments and impacts:**

26a. What were the three greatest accomplishments/impacts of the PFAC related to providing feedback or perspective?

Accomplishment/Impact	Idea came from (choose one)
<p><b>Accomplishment/Impact 1:</b></p> <p><b>MRI Suite: Project Manager for new MRI Suite presented to gain input from PFAC on the wall décor graphics for the MRI Suite. PFAC suggestions were implemented in the final design, which was shared at a follow up meeting.</b></p>	<p><input checked="" type="checkbox"/> Patient/family advisors of the PFAC</p> <p><input checked="" type="checkbox"/> Department, committee, or unit that requested PFAC input</p>
<p><b>Accomplishment/Impact 2:</b></p> <p><b>HoF Committee: PFAC members participated to provide feedback for the re-design of the main entry to the hospital. Alterations, based on patient/family input, were made to the design as a result.</b></p>	<p><input checked="" type="checkbox"/> Patient/family advisors of the PFAC</p> <p><input checked="" type="checkbox"/> Department, committee, or unit that requested PFAC input</p>
<p><b>Accomplishment/Impact 3:</b></p> <p><b>Parking Committee: A PFAC member participated with regard to parking at the main entrance. Input from patient/visitor standpoint was impactful.</b></p>	<p><input checked="" type="checkbox"/> Patient/family advisors of the PFAC</p> <p><input checked="" type="checkbox"/> Department, committee, or unit that requested PFAC input</p>



26b. What were the three greatest accomplishments/impacts of the PFAC related to influencing the institution’s financial and programmatic decisions?

Accomplishment/Impact	Idea came from (choose one)
<p><b>Accomplishment/Impact 1:</b></p> <p><b>Menu: Food Services</b>  <b>Management presented proposed menus to PFAC. Based on input regarding reaction to items and the need for “New England” comfort food, the menu will now include familiar, appealing items, which should increase patient satisfaction and decrease food waste.</b></p>	<p><input checked="" type="checkbox"/> Patient/family advisors of the PFAC</p> <p><input checked="" type="checkbox"/> Department, committee, or unit that requested PFAC input</p>
<p><b>Accomplishment/Impact 2:</b></p> <p><b>GetWell Network: Two PFAC members were interviewed by the design team for feedback on the proposed use of the App, experience with current TV, considerations for non-tech savvy patients.</b></p>	<p><input checked="" type="checkbox"/> Patient/family advisors of the PFAC</p> <p><input checked="" type="checkbox"/> Department, committee, or unit that requested PFAC input</p>
<p><b>Accomplishment/Impact 3:</b></p> <p><b>Know Me Project: A PFAC facilitator and PFAC member participated in initial committee on a project designed to give voice to patients who are medically/physically unable to interact with staff. Loved ones would speak with someone, while being recorded, to inform staff about the essence/personality of the patient. PFAC members viewed a video about the pilot at Johns Hopkins and spoke with the head of BMC Spiritual Services.</b></p>	<p><input checked="" type="checkbox"/> Patient/family advisors of the PFAC</p> <p><input checked="" type="checkbox"/> Department, committee, or unit that requested PFAC input</p>

26c. What were the three greatest accomplishments/impacts of the PFAC related leading/co-leading programs and initiatives?

Accomplishment/Impact	Idea came from (choose one)
<p><b>Accomplishment/Impact 1:</b></p> <p><b>Diagnostic Errors in Medicine Conference: A PFAC member attended the conference and participated in the Special Topic Discussion Group on Engaging Patients and Families in the Diagnostic Process, sharing perspective.</b></p>	<p><input checked="" type="checkbox"/> Patient/family advisors of the PFAC</p> <p><input checked="" type="checkbox"/> Department, committee, or unit that requested PFAC input</p>
<p><b>Accomplishment/Impact 2:</b></p> <p><b>4<sup>th</sup> Annual PFAC Awards: Recipients were chosen by the PFAC and awarded in a new virtual format, which was inclusive of PFACs system wide.</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><b>Accomplishment/Impact 3:</b></p> <p><b>Changed from WebEx to Zoom: In order to better support a PFAC member who needs ASL translation, BMC granted permission, after great efforts of the PFAC facilitator, to open a Zoom account. Zoom permits the user to pin another participant, thereby allowing the translator to be dominant on the screen for the PFAC member. WebEx did not offer this.</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>

27. The five greatest challenges the PFAC had in FY 2021:

Challenge 1: Increasing membership to reflect the diversity of the population served.

Challenge 2: Inability to interface with patients to gain insight and perspective, due to Covid 19.

Challenge 3: Keeping council members engaged during virtual meetings.

Challenge 4: Continued need to meet virtually impacts interaction of council members.

Challenge 5:

N/A – we did not encounter any challenges in FY 2021

**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
- 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
- Quality and Safety
- Quality/Performance Improvement
- Surgical Home
- Other (Please describe): Hospital of the Future Re-Design, Graphic Medicine, Parking, Dietary Services Menu Re-Design, MRI Suite Design, Communication (Graphic Medicine)
- 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?**

There is a standing agenda item for members to provide updates on work done since the prior meeting.

**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
- 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

**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
- Selection of reward and recognition programs
- Standing hospital committees that address quality
- Task force
- 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)
- Patient experience/satisfaction scores (e.g. HCAHPS - Hospital Consumer Assessment of Healthcare Providers and Systems)
- Resource use (such as length of stay, readmissions)
- Other (Please describe):
- 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:**

The organization shared all relevant information with the PFAC, and all other information would be available to the PFAC as needed.

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

Director of Patient Relations guided discussion about patient satisfaction scores and comments in order to enhance transparency and strategize for Service Recovery Program building. Insights were provided on how comments are followed up on. Data analyst used a PowerPoint presentation on Baystate Experience Data, including HCAHPS, the survey process, reports and interpretation of data, and common definitions, to educate the PFAC.

**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
- 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
- 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:

**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):** Jenny Davies, patient/family advisor, and Kristina Healey, 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: [Microsoft Word - 2020 BMC Adult PFAC Annual Report for HCFA \(baystatehealth.org\)](#) This will be updated to 2021.
- 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:
- No

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

- Yes, link: [Patient and Family Advisory Council | Baystate Health | Springfield, MA](#)
- No, we don't have such a section on our website