



**HEALTH CARE FOR ALL**



## **PFAC Annual Report Form**

Health Care For All (HCFA) promotes health justice in Massachusetts by working to reduce disparities 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's vision is that 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 and submitted reports will be posted on HCFA's website, [www.hcfama.org](http://www.hcfama.org). 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 [PFAC@hcfama.org](mailto:PFAC@hcfama.org) or call us at 617-275-2982.

If you wish to use this Word document or any other form, please email it to  
[PFAC@hcfama.org](mailto:PFAC@hcfama.org).

**Reports should be completed by October 1, 2022.**

# 2022 Patient and Family Advisory Council Annual Report Form

*The survey questions concern PFAC activities in fiscal year 2022 only: (July 1, 2022 – June 30, 2022).*

## 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 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**
- ☐ 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?

- ☒ 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. Rebecca Larsen RN BSN CPN – Assistant Nurse Manager, Children and Adolescent Unit and  
Tammy Sharif, Patient Experience Specialist

2b. Email: [Tammy.Sharif@baystatehealth](mailto:Tammy.Sharif@baystatehealth) and [Rebecca.Larsen@baystatehealth.org](mailto:Rebecca.Larsen@baystatehealth.org)

2c. Phone: 413-794-4383 and 413-794-8919

☐ Not applicable

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

4a. Name and Title: Eric Volz-Benoit

4b. Email: [eric.volzbenoit@gmail.com](mailto:eric.volzbenoit@gmail.com)

4c. Phone: 413-335-0455

☐ 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 2022

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

**9. Total number of patient or family member advisors on the PFAC: 5**

**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 Specialist/ Assistant Manager of the Children & Adolescent Unit

**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 childcare 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: Western Massachusetts

☐ 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	
	% 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 2022	0.1	1.3	10.6	0.1	51.2	3.2	33.5	<input type="checkbox"/> Don’t know
14c. The PFAC patient and family advisors in FY 2022	0	0	8	0	84	0	8	<input type="checkbox"/> Don’t know

\*\* Data from US Census Bureau. “Hispanics may be of any race, so are also included in applicable race categories.” Thus, the percentages total 105.1.

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 2022	5	<input type="checkbox"/> Don’t know

15b. PFAC patient and family advisors in FY 2022

7

☐ Don't know

15c. What percentage of patients that the hospital provided care to in FY 2022 spoke the following as their primary language?

	%
Spanish	8
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

☐ Don't know

15d. In FY 2022, what percentage of PFAC patient and family advisors spoke the following as their primary language?

	%
Spanish	8%
Portuguese	0
Chinese	0
Haitian Creole	0
Vietnamese	0
Russian	0
French	0
Mon-Khmer/Cambodian	0
Italian	0
Arabic	0
Albanian	0
Cape Verdean	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:**

Over the past year we have been actively focused on recruitment within our system and community. Internal and external marketing activities included:

- Brochures distributed throughout the hospital

- Various media formats, including posting on Baystate Children's Hospital Facebook page
- Email and one-on-one communication sent to Baystate Children's Hospital leadership, pediatric medical and surgical providers, unit managers and ambulatory practice managers
- PFAC Family Advisors identifying potential candidates within their social and work groups
- Compass Huddle presentation (Huddle for all hospital Leadership).

## **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:

PFAC co-facilitators and co-chairs communicate via email, phone prior to meetings to develop agenda items and complete minutes from prior meeting. These are sent to PFAC Advisors prior to each monthly meeting.

17b. If other process, please describe:

### **18. The PFAC goals and objectives for 2022 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 2022 **Skip to #20**

### **19. The PFAC had the following goals and objectives for 2022:**

Increase number of Advisors

Complete framework for social media campaigns Committee representation

DC planning- making it more applicable and user friendly.

Recruitment- Covid-19 was a barrier to have members attend due to the need for virtual meetings.

Virtual technology was offered.

Virtual Rounding for PFAC members to help improve the patient experience. On hold due to Covid-19 restrictions and resource bandwidth.

**20. Please list any subcommittees that your PFAC has established:** none

**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): PFAC submits annual report to the Chair of the Dept of Pediatrics. It is also submitted to the Chief Patient Experience Officer who attends Board meetings and reports progress to the Board.
- ☐ 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:**

We use email consistently for meeting communication, time-sensitive feedback needs, invitation to events, conferences and educational opportunities. Many of our members subscribe to list serves, such as Beryl Institute. Social media has been utilized as a recruitment tool and we've developed a schedule for social media posts to include tips for parents and staff in the Children's Hospital from PFAC members. This year due to Covid-19 we also utilized video conferencing for communication in lieu of in person meetings for safety.

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

### **Section 5: Orientation and Continuing Education**

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

Two new Family Advisors and one staff advisor joined the council this year.

**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:

Our PFAC members all go through the hospital’s volunteer orientation and onboarding processes and receive hospital identification badges.

**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 2022 PFAC Impact and Accomplishments**

*The following information only concerns PFAC activities in the fiscal year 2022*



**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)
<b>Accomplishment/Impact 1:</b> New Main Entrance-Facility Planning	<input checked="" type="checkbox"/> Patient/family advisors of the PFAC <input type="checkbox"/> Department, committee, or unit that requested PFAC input
<b>Accomplishment/Impact 2:</b> NICU DC process	<input checked="" type="checkbox"/> Patient/family advisors of the PFAC <input type="checkbox"/> Department, committee, or unit that requested PFAC input
<b>Accomplishment/Impact 3:</b> Increased membership by 3.	<input checked="" type="checkbox"/> Patient/family advisors of the PFAC <input type="checkbox"/> Department, committee, or unit that requested PFAC input

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)
<b>Accomplishment/Impact 1:</b> IPASS rounds	<input checked="" type="checkbox"/> Patient/family advisors of the PFAC <input checked="" type="checkbox"/> Department, committee, or unit that requested PFAC input
<b>Accomplishment/Impact 2:</b> Med Safety/Safety Committee participation	<input checked="" type="checkbox"/> Patient/family advisors of the PFAC <input type="checkbox"/> Department, committee, or unit that requested PFAC input
<b>Accomplishment/Impact 3:</b>	<input type="checkbox"/> Patient/family advisors of the PFAC <input type="checkbox"/> Department, committee, or unit that requested PFAC input

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)
<b>Accomplishment/Impact 1:</b> Social Media Posts (Tuesday tips)	<input checked="" type="checkbox"/> Patient/family advisors of the PFAC <input type="checkbox"/> Department, committee, or unit that requested PFAC input
<b>Accomplishment/Impact 2:</b>	<input type="checkbox"/> Patient/family advisors of the PFAC <input type="checkbox"/> Department, committee, or unit that requested PFAC input
<b>Accomplishment/Impact 3:</b>	<input type="checkbox"/> Patient/family advisors of the PFAC <input type="checkbox"/> Department, committee, or unit that requested PFAC input

**27. The five greatest challenges the PFAC had in FY 2022:**

**Challenge 1: Recruiting additional advisors that represent the diversity of the community we serve. Sustaining Family Advisors during the Covid pandemic**

**Challenge 2: Covid- 19 Pandemic** prevented the ability to meet in person, requiring us to meet virtually. Virtual meetings proved to be difficult for advisors requiring language interpretation, and/or lacking appropriate technology.

**Challenge 3: Hospital initiatives - this team would like to be involved in the initial planning versus invited in the middle of project.**

**Challenge 4: As a hospital wide committee re-start they should insure that PFAC members are invited.**

**Challenge 5:**

☐ N/A – we did not encounter any challenges in FY 2022

**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): Staff Education
- ☐ 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?**

Discussions and updates on all committees held at monthly PFAC meetings

**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 202

**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 forces
- ☐ 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 (eg. 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:**

These were focused areas of improvement.

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

Informational and engaged discussions

**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): SPS keys for patient safety continued review and input.

☐ 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):**

Staff Advisors: T. Sharif, R. Larsen,  
Patient/Family Advisors: E. Volz-Benoit

**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: <https://www.baystatehealth.org/about-us/community-programs/health-initiatives/patient-family-advisory-council>
- ☐ 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: 413-794-5656
- ☐ No

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

- ☒ Yes, link: <https://www.baystatehealth.org/about-us/community-programs/health-initiatives/patient-family-advisory-council>
- ☐ No, we don't have such a section on our website