



Annual Report on Patient and Family Advisory Council October 2015

I. PURPOSE AND GOAL

Anna Jaques Hospital (AJH) will continue to work with its Patient Family Advisory Council (PFAC) to provide a link between the hospital and the community, and to help identify the needs and priorities of patients and families. The Council will assist AJH to create an environment of patient and family centered care and improve quality and patient safety. The Patient Family Advisory Council is designed to serve as a voice of the patient and family members and to encourage the partnership between patients, families, health care providers and the hospital. The Council was created in response to legislation passed by the Commonwealth of Massachusetts Department of Public Health effective October 1, 2010.

II. OVERVIEW

The philosophy of the PFAC at AJH is driven by the hospital's mission to provide high quality medical care and health education to our community, in alliance with our medical staff. The partnership between the AJH and the PFAC will continue to drive activities designed to enhance the quality and safety of the patient and family experience, including issues that may range from the challenges remodeling patient care areas, interpretation of public reporting for quality and patient satisfaction to the presentation of new service lines.

III. MEMBERSHIP

Members will include patients, family members and hospital staff to include the Chief Medical Officer, Sr. Director of Quality and Patient Safety. Other members of Hospital Leaderships attend on an ad hoc basis.

The recruitment and selection process occurs through the use of an application and telephone interview conducted by the community member co-chair or designee. Recruiting has occurred through postings on the AJH Website, flyers in the admission packets, notices posted on community blogs and referrals from other committee members.

PFAC Structure

The PFAC is supported by the AJH Quality and Patient Safety department. The committee reports through the Board Quality Committee which is a committee of the Board of Trustees. The Chief Medical Officer (CMO) and a community member serve as Co-Chairs, while the Senior Director of Quality and Patient Safety serves as the staff liaison. The PFAC meets every other month and has developed and approved the Council Operations and Guidelines which are in line with the hospital and community goals. The committee will also connect via email and/or conference call if needed.

PFAC Composition

The PFAC is comprised of staff, patients and patient family members. The Chair position is held by a patient and community member. Membership currently is at seven patient/family members. Patient/family membership represents 75% or greater of the committee. One of the goals this year was to recruit at least one male member and that goal was achieved.

Meeting Summaries

TOPICS REVIEWED/ADVISED	COMPLETED
Cancer Center changes and marketing plan Committee member make up looking for some male members	December 2014
Introduction of new CEO sharing vision and plan for the year ahead	February 2015
OB Remodel of patient rooms CHART Grant	April 2015
New COPD Rehabilitation Program	August 2015