



## **Annual Report on Patient and Family Advisory Council October 2016**

### **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 from the communities we serve; Merrimack Valley Region and Southern New Hampshire. The Council will assist AJH to create an environment of patient and family centered care and improve quality and patient safety. The council will also provide the hospital feedback on potential solutions the hospital is considering implementing to solve a problem or improve care. 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 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, Chief Quality Officer and other members of Hospital Leadership, who 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, referrals from committee members, department directors and physicians.

### **IV. PFAC STRUCTURE**

The PFAC is supported by the AJH Quality and Patient Safety department. The committee reports through the Board Quality Committee, a sub-committee of the Board of Trustees. The Chief Medical Officer (CMO) and a community member serve as Co-Chairs, while the Chief Quality Officer 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.

## V. 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.

## VI. PROJECT SUMMARY

TOPICS REVIEWED/ADVISED	COMPLETED
3D Mammography, Robotic Surgery, Haverhill expansion	October 2015
CHF Rehab program, Readmission rate, CHART grant	December 2015
Opioid Crisis in MA and our Community discussion of education, partnering, MADPH regulations, challenges for the hospital with discharging, appropriate use of narcotics, messaging to patients	February 2016
Interventional Radiology, Committee membership attendance	August 2016

## VII. CHALLENGES

The biggest challenge this year has been availability of committee members to attend the meetings and to grow our membership with patients and/or family members.