



**EXCEPTIONAL CARE FOR EVERYBODY**

## Patient Family Advisory Council

### 2013 Annual Report

**HealthAlliance Hospital** is a not-for-profit, full service, acute care hospital that serves the communities in North Central Massachusetts and Southern New Hampshire. As a member of UMass Memorial Health Care, HealthAlliance Hospital offers direct access to the advanced medical technology and specialty services that are part of the region's academic medical center.

The HealthAlliance system, **Central New England HealthAlliance**, includes a 135-bed community hospital with services on two campuses in Leominster and Fitchburg, a regional cancer center, complementary care center, outpatient physical therapy centers, and a home health and hospice agency.

In total, HealthAlliance has over 1,450 employees, more than 340 physicians in 40 specialties, and over 200 volunteers.

#### **HealthAlliance Hospital –**

- Admits (inpatient)- 7603 including nursery, 6612 excluding Nursing
- Outpatient visits- 246,751
- Emergency Room Visits- 61369-total- LH ED is 43,865 and Burbank Urgent Care is 17504
- Operations Performed - 4774
- Babies Delivered– 983

#### **Accreditations:**

- **The Joint Commission (TJC)** – the hospital, blood gas lab, each received TJC accreditation
- **American College of Surgeons Commission on Cancer** accredited our Simonds-Sinon Regional Cancer Center with commendation
- **American Diabetes Association** accredited our diabetes education program
- **College of American Pathologists** certified laboratory
- American Association of Blood Banks certified our blood bank
- **Department of Public Health** accredited HealthAlliance Hospital as a Primary Stroke Services Center

**Mission**

Committed to improving the health of the people of our diverse communities of Central New England through culturally sensitive excellence in clinical care, service, teaching and research.

**Vision**

As one of the nation's most distinguished academic health care systems, UMass Memorial Health Care will provide leadership and innovation in seamless health care delivery, education and research, all of which are designed to provide exceptional value to our patients.

## **HealthAlliance Hospital Patient and Family Advisory Council**

**PURPOSE of Patient and Family Advisory Council**

HealthAlliance Hospital believes that Patient and Family Involvement in care is an important part of its mission to "improving the health of the people of our diverse communities of Central New England through culturally sensitive excellence in clinical care, service, teaching and research." The Patient Family Advisory Council (PFAC) consists of patient and family representatives, who reflect our diverse communities, and serves as an advisory resource to HealthAlliance Hospital.

Is to promote and support Patient Centered Care throughout the hospital. It promotes respectful, effective communication and partnership among patients, families, the community, and the hospital, in order to achieve improved understanding and cooperation, leading to improvements in clinical care, patient safety, and patient/family satisfaction.

**AUTHORITY**

The PFAC is a hospital committee whose membership is appointed by the Senior Management Team, based upon recommendation of the employee co-chair. The Committee shall be an advisory group to Senior Management Team and to other members of hospital administration. Minutes detailing council accomplishments will be submitted to the Senior Management Team, as well as to the Board of Trustees.

An annual report summarizing issues and accomplishments will be submitted to the Senior Management Team, as well as to the Board of Trustees. These bylaws can be amended or change by decision of the hospital Senior Management group, after ratification by the Board of Trustees.

**GOALS AND RESPONSIBILITIES**

The primary function of the PFAC is to develop and improve mechanisms for patients and families to provide input to senior management, hospital administration, and the clinical staff, so that HealthAlliance Hospital services are reflective of the values inherent in patient centered care. The PFAC will promote patient centered care by developing partnerships between patients, families, HealthAlliance Hospital, and the community.

In addition to the above goal, the patient and family members may participate in ongoing activities of the hospital. These may include, but are not limited to:

- participation on hospital committees;
- participation on task forces and/or advisory boards;
- review of publicly-reported quality information;
- participation on committees addressing patient safety issues;
- participation in reward and recognition programs;
- any other role in accordance with the hospital’s policies and procedures

**Membership**

There are seven HealthAlliance Hospital (HAH) staff members (one must be a senior leader), ADHOC members as needed from hospital leadership and eight - ten community members.

In some instances, an acceptable range of membership may be comprised of up to 10 community members (adding new members when necessary due to resignations).

Fifty percent or more members must be community members.

<b>2013 MEMBERSHIP PATIENT FAMILY ADVISORY COUNCIL</b>	
Breault, Christina	Hospital Employee – Quality Department
Cloutier, Marie	Community Member from Leominster, 15 years experience in high tech and healthcare services and a lifelong interest in medicine.
Getek, Heidi	Hospital Employee - Director of Volunteer Services and Co-Chair of PFAC
Gleckel, Garry	Community Member from Ashby (Retired from Public School System), currently working as an adjunct faculty in the Education Dept at Keene State College Graduate School Counselor Program Co-chair of PFAC
Hale, Dani	Hospital Employee – Human Resources
Hicks, Carol	Community Member - from Westminster (Retired Registered Nurse Supervisor from Bedford VA Hospital). Volunteers at the Fitchburg Art Museum& United Way Summer Reading Program.
Lotze, Mary	Community Member from Fitchburg, Holds a Masters Degree in Public Service. Retired as a Hospital Administrator from VA Boston Healthcare System with 35 years in healthcare.

MacKinnon, Paul	Hospital Employee – Nursing Administration
McCool-Heatly, Michelle	Hospital Employee – Nursing Administration
Ring, Cynthia	Hospital Employee, VP Human Resources (SMT rep)
Rooney, Kelli	Hospital Employee - Marketing Department
Walker, Amanda	Community Member from Fitchburg, Investigator for the Department of Children and Families.
White, Herb	Community Member from Lunenburg, Assistant V.P. Business Development at Workers Credit Union

### **Officers, Roles and Responsibilities**

Co-Chair Community Member - organize and run the meetings.

Co-Chair Hospital Employee – Collaborate with the Community Member and Co-Chair to organize and run meetings.

Secretary – This is not a formal officer position. A designated person will be appointed by the Hospital to take minutes, manage the agenda, calendar (send out reminders), and recruitment.

### **Terms of Office**

Two years for Co-Chairs (maybe extended to allow for recruitment).

Co-Chair terms are expired on opposite years to maintain consistency within the council

### **Reporting Responsibilities**

Senior Management of Health Alliance Hospital

Board of Trustees through Sr. Management

PFAC Annual Report Publically Available (to patients, staff, general public, and MA DPH upon request) The hospital shall make the reports required in 105 CMR 130.1800 and 130.1801 publically available through electronic or other means, and to the Department upon request.

### **Meeting Commitments**

Fourth Tuesday every month for 1 hr (maybe extended when needed) in the hospital Conference Room

As needed for subcommittee work; Taskforce work; etc.

## Meetings in 2013

January 22, February 26, March 26, April 23, May 28, June 25, July 23, August 29, September 19, October 17, November's meeting was canceled, and Dec 5

## PFAC Accomplishments

- Reviewed and revised PFAC Charter to ensure that it is appropriately reflective of duties, responsibilities and reporting of activities and recommendations.
- Reviewed with Emergency Department management as part of discussion of new design, community concerns regarding such issues as: patient waiting times, patient flow, patient/staff safety and security, infection control and timely outpatient placement, especially in regard to mental health and substance abuse placement.
- Participated in the creation of a new volunteer program on the Foster Wing, called the volunteer patient liaison program.
- Worked with Hospital's food services to see if healthier vending machine options were available.
- The council also worked with food services to expand the hours that the cafeteria is open, hours went from 6pm to 7pm.
- The council worked together and revamped the hospital's Patient Welcome Packet. Not only was it updated and more patient friendly, but we are now able to print it in house at the hospital's print shop, saving \$2.00 a booklet.
- Participated in choosing a COPD educational booklet for the hospital. The council had four options to choose from.
- In the process of revamping and designing the hospital's Emergency Department brochure. We are in the beginning stages of this project.
- Reviews with Senior Management membership to PFAC quality review reports and provides community input on such critical areas as: Patient Satisfaction, Readmissions. Cleanliness, Pain Management, Discharge Instructions and etc.
- Open discussion on patient perceptions of Health Alliance with ongoing topics for presentation of community concerns: as an example, when the Mammography program was closed at the Burbank Campus, there was concern over how residents who used this service at the Burbank campus were notified of the closure and encouraged and welcomed to the Leominster Mammography program.