

Holy Family Hospital Patient and Family Advisory Council 2021 Annual Report

PFAC activities per state requested period (July 1, 2020 – June 30, 2021)

Section 1: General Information

The Holy Family Hospital Patient Family Advisory Council (PFAC) is one of several groups within the Steward Health Care System. The PFAC Staff Co-Chair and Liaison/Coordinator contact information is noted below:

- Adeline Parkinson, Quality Analyst for the Quality & Safety department
adeline.parkinson@steward.org
978-687-0156 X2771

The PFAC Patient/Family Co-Chair name is noted below:

- Eva Ruiz
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Section 2: PFAC Organization

This year, the PFAC use the following recruitment approach:

- Hospital publications
- Recruitment brochures
- Word of mouth/through existing members

Total number of staff members on the PFAC: 9

Total number of patient/family member advisors on the PFAC: 2

The name of the hospital department supporting the PFAC is: Quality & Safety

The hospital position of the PFAC Co-Chair and Staff Liaison/Coordinator is: Quality Analyst

The hospital provides the following for PFAC members to encourage their participation in meetings:

- Free parking
- Lunch/snacks
- Translator or interpreter services

Section 3: Community Representation

Our hospital's catchment area is geographically defined as the Merrimack Valley.

Racial and ethnic groups in this area:

	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	<input type="checkbox"/> Don't know
14a. Our defined catchment area	0.9	3.9	7.1	0.2	85.1	2.8 (2 or more races)	22.2	<input type="checkbox"/> Don't know
14b. Patients the hospital provided care to in (07/01/20-06/30/21)	16	1.17	2.36	0.3	61.7	30.6	30.5	<input type="checkbox"/> Don't know
14c. the PFAC patient and family advisors in (07/01/20-06/30/21)								<input checked="" type="checkbox"/> Don't know

Languages spoken in this area:

	Limited English Proficiency (LEP) %
15a. Patients the hospital provided care to in (07/01/20-06/30/21)	22.3%
15b. PFAC patient and family advisors in (07/01/20-06/30/21)	0

Percentage of patients that the hospital provided care to in (07/01/20-06/30/21), spoke the following as their primary language?

	%
Spanish	37.38
Portuguese	0.66
Chinese	0.07
Haitian Creole	0.24
Vietnamese	0.34
Russian	0.07
French	0.13

Mon-Khmer/Cambodian	0.04
Italian	0.15
Arabic	0.53
Albanian	0.04
Cape Verdean	0.02

Percentage of PFAC patient and family advisors spoke the following as their primary language?

	%
Spanish	0
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

Section 4: PFAC Operations

Development of Agenda:

- PFAC members and staff develop the agenda and send it out prior to the meeting.
- Items may come from topics generated by discussion at the prior meeting.
- Items might be brought to the group from hospital groups/staff.

Method of communication:

- The group communicates via email only. There were a few conference calls during the pandemic.

2021 goals and objectives:

- Recruitment
- Choose appropriate projects for the group.
- Create a reporting schedule for PFAC to review and discuss the hospital reporting items.
- Goals and objectives were developed by PFAC patient/family member advisors and staff collectively.

Annual report shared:

- PFAC submits all annual reports to the hospital Board of Directors.

Section 5: Orientation and Continuing Education

- No new members for the time period (July 1, 2020 – June 30, 2021).

When new members are added, the orientation content includes:

- History of the PFAC
- Hospital performance information
- Information on how PFAC fits within the organization’s structure
- Massachusetts law and PFACs
- PFAC policies, member roles and responsibilities

Member training:

- The PFAC members do not receive specific training, however they do receive the monthly hospital scorecard which outlines the hospital results of all quality metrics for the calendar year. There is discussion that takes place regarding the hospital performance.

Section 6: PFAC Impact and Accomplishments

The PFAC has not met in person since March 2020 due to COVID 19. Conference calls have limited the group to accomplish any hospital work. The group lost a few of the community members due to family responsibilities.

Accomplishment	Idea came from (choose one)	PFAC role can be best described as (choose one)
We will resume PFAC activities in 2022.		

The four greatest challenges the PFAC had in (07/01/20-06/30/21):

Challenge 1: Trying to meet during COVID 19. There have been no external groups entering the building. All meetings have been via TEAMS conference calls. Calls have been scheduled and there has been low participation.
Challenge 1: Recruitment. It is very difficult to find members from our communities that wish to participate in the PFAC group, as well as maintain the members that we currently have.
Challenge 2: Educating the staff members about the hospital PFAC. Let and their ability to help with hospital projects.
Challenge 3: Attendance: Member availability is limited at times.
Challenge 4: Since the hospital has budgeting constraints, the PFAC does not have access to regular resources. This can be difficult for the group to work on projects.

PFAC staff members sit on the following committees:

- Ethics Committee
- Quality and Safety committee
- Patient Experience of Care

Members on these hospital-wide committees report back to the PFAC about their work. The patient and family advisors do not serve on any hospital-wide committees at this time.

The hospital shared the following public hospital performance information with the PFAC:

- Patient experience/satisfaction scores (HCAHPS, ED and Ambulatory Surgery satisfaction results) Medicare Hospital Compare (Such as complications and readmissions)
- Maternity Care (Such as C-sections, episiotomies, breast feeding, elective deliveries)
- Resource use (Such as length of stay)

PFAC did not participate in activities related to:

- Massachusetts law regarding PFAC
- State or national quality of care initiatives
- Research studies.

Holy Family Hospital posts all Annual Reports on the hospital website, located in the PFAC section.

www.holyfamily-hospital.org/about-us/patient-and-family-advisory-council

This Annual PFAC Report was completed by hospital staff and approved by Holy Family Hospital Senior Leadership.