



HCFA
Health Care For All
MASSACHUSETTS

PFAC
MASSACHUSETTS
PATIENT & FAMILY ADVISORY COUNCILS
Making a Difference in Care

PFAC Annual Report Form

Health Care For All (HCFA) advocates for health justice in Massachusetts by working to promote health equity 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 envisions a day when 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 1st 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 which will be posted on HCFA's website, <https://hcfama.org/pfac/>. 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 atappan@hcfama.org or call us at 617-275-2982.

Please email completed forms to PFAC@hcfama.org.

Reports should be completed by October 1, 2021.

2021 Patient and Family Advisory Council Annual Report Form

The survey questions concern PFAC activities in fiscal year 2021 only: (July 1, 2020 – June 30, 2021).

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 the completion of an individual report for each hospitals-wide PFAC.

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. Name and Title: Mary Pat Tranter, Ph.D.

Director of Business Development, Strategic Initiatives & Patient Experience

2b. Email: Mary.Tranter@steward.org

2c. Phone: 508-828-7019

☐ Not applicable

4. Patient/Family PFAC Co-Chair Contact:

3a. Name and Title:

3b. Email:

3c. Phone:

☒ 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: Sheryl Estey, Executive Secretary to the President

6b. Email: Sheryl.Estey@steward.org

6c. Phone: 508-828-7003

☐ 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): We did not recruit new members because of COVID restrictions
- ☒ N/A – we did not recruit new members in FY 2020

8. Total number of staff members on the PFAC: 9

9. Total number of patient or family member advisors on the PFAC: 7

10. The name of the hospital department supporting the PFAC is: Administration

11. The hospital position of the PFAC Staff Liaison/Coordinator is: Executive Secretary to the President

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 Upon Request
- ☒ 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 child care or elder care
- ☐ Stipends
- ☒ Translator or interpreter services Upon Request
- ☒ Other (Please describe): Lunch/Dinner
- ☐ 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: Taunton, Raynham, Lakeville, Middleboro, Dighton and Berkley (Primary Service Area)

☐ Don’t know

14. The racial and ethnic groups in these areas include (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		1%	4%		91%			<input type="checkbox"/> Don’t know
14b. Patients the hospital provided care to in FY 2021		1%	8%	0%	85%		4%	<input type="checkbox"/> Don’t know
14c. The PFAC patient and family advisors in FY 2021					94%		6%	<input type="checkbox"/> Don’t know

15. The languages spoken in these areas include (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 2021	6.3%	<input type="checkbox"/> Don’t know
15b. PFAC patient and family advisors in FY 2021		<input type="checkbox"/> Don’t know

15c. What percentage of patients that the hospital provided care to in FY 2021 spoke the following as their primary language?

	%
Spanish	1%
Portuguese	2%
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

15d. In FY 2021, what percentage of PFAC patient and family advisors spoke the following as their primary language?

	%
Spanish	0%
Portuguese	6%
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: We have rewritten our charter to be aligned with corporate policy. Implementation of the new charter will require changes in membership. This will allow us to recruit new members who represent the community that we serve.

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:

17b. If other process, please describe:

18. The PFAC goals and objectives for 2021 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 2020– **Skip to #20**

19. The PFAC had the following goals and objectives for 2021:

1. Rewrite the Morton PFAC Charter to align with Steward Policy and State expectations.
2. Engage the PFAC committee members in helping to improve the patient experience through education and participation in hospital meetings and activities.
3. Restructure membership to align with new charter.
4. Establish goals for committee engagement.
5. Restructure committee with a delineation of roles and responsibilities.

20. Please list any subcommittees that your PFAC has established:

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): The PFAC does not currently interact with the Board. This will change in 2022 with the implementation of the new charter.
- ☒ 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: Email is the primary means of communication between the hospital and PFAC members. Email is used to communicate with members between meetings, to solicit agenda items, and to disseminate meeting dates, agendas, and materials.

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

Section 5: Orientation and Continuing Education

23. Number of new PFAC members this year: None

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:

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: The hospital president provided the committee with education on MORCAP, a 32 Level IV medically-managed intensive inpatient unit for the treatment of substance abuse disorders.

Section 6: FY 2021 PFAC Impact and Accomplishments

The following information concerns PFAC activities in the fiscal year 2021.

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)
Accomplishment/Impact 1: PFAC members have become active proponents of the hospital by actively engaging friends, family, and community members in honest discussions about how the hospital can better meet the needs of its patients.	<input checked="" type="checkbox"/> Patient/family advisors of the PFAC <input type="checkbox"/> Department, committee, or unit that requested PFAC input
Accomplishment/Impact 2: Feedback from the PFAC has been used by ED leadership to improve the patient experience. This is reflected in a significant improvement in EDCAHPS surveys.	<input checked="" type="checkbox"/> Patient/family advisors of the PFAC <input checked="" type="checkbox"/> Department, committee, or unit that requested PFAC input
Accomplishment/Impact 3: PFAC committee input together with HCAHPS survey scores identify areas of opportunity for improving the patient experience.	<input type="checkbox"/> Patient/family advisors of the PFAC <input checked="" 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)
------------------------------	------------------------------------

Accomplishment/Impact 1: Input from PFAC members was shared with ED leadership to improve the patient experience.	<input type="checkbox"/> Patient/family advisors of the PFAC <input checked="" type="checkbox"/> Department, committee, or unit that requested PFAC input
Accomplishment/Impact 2: Earning PFAC members support of MORCAP, an intensive, medically-managed inpatient unit for the treatment of substance abuse is critical to gaining community-wide acceptance of this new program.	<input type="checkbox"/> Patient/family advisors of the PFAC <input checked="" type="checkbox"/> Department, committee, or unit that requested PFAC input
Accomplishment/Impact 3: PFAC feedback helps guide our care coordination initiatives (PULSE rounds, IRound, and discharge phone calls).	<input type="checkbox"/> Patient/family advisors of the PFAC <input checked="" 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)
Accomplishment/Impact 1: The PFAC charter has been rewritten to align with Steward policy.	<input checked="" type="checkbox"/> Patient/family advisors of the PFAC <input type="checkbox"/> Department, committee, or unit that requested PFAC input
Accomplishment/Impact 2: Under the new charter, the PFAC will report to "Quality/Safety" and extend its responsibilities beyond the patient experience.	<input checked="" type="checkbox"/> Patient/family advisors of the PFAC <input checked="" type="checkbox"/> Department, committee, or unit that requested PFAC input
Accomplishment/Impact 3: PFAC discussions have highlighted the importance of engaging members in tasks/initiatives/activities/and committees to improve employee engagement, quality of care, and the patient experience.	<input checked="" type="checkbox"/> Patient/family advisors of the PFAC <input checked="" type="checkbox"/> Department, committee, or unit that requested PFAC input

27. The five greatest challenges the PFAC had in FY 2021:

Challenge 1: COVID-19 restrictions that have limited in-person meetings

Challenge 2: Diversification of Council Members

Challenge 3: Attendance and engagement

Challenge 4: Need for restructuring the committee

Challenge 5: Common meeting time availability

☐ N/A – we did not encounter any challenges in FY 2021

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):
- ☐ 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? Staff PFAC members report back to the PFAC on projects and initiatives via agenda items and PFAC discussions.

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 2020

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: At Morton Hospital, the PFAC has primarily focused on the patient experience. With the rewriting of the Charter, the committee will begin to address quality and safety in 2022.

The COVID pandemic has seriously limited opportunities for PFAC in-person engagement.

34. Please describe how the PFAC was engaged in discussions around these data in #32 above and any resulting quality improvement initiatives: At each meeting, PFAC members are invited to share community feedback on the patient experience. Their feedback provides valuable insight into identifying areas in need of improvement. This year, their feedback reiterated the importance of human interaction in the Emergency Department. The COVID pandemic had, in many ways, depersonalized care. PFAC feedback reminded caregivers of the importance of entering patient rooms, hands-on physical exams, and engaging patients in discussions concerning their care. Improving communication between patients and their health care teams has

become a priority. The effectiveness of these effort is measured in the HCAHPS and EDCAHPS surveys. These scores are reported, and trends discussed at all PFAC meetings.

PFAC members were also educated on two important initiatives in 2021 that were designed to improved care coordination. PULSE rounds is an interdisciplinary approach to care coordination that allows all members of a patient's care team to be updated daily on patient conditions, needs, and discharge plans. IRound is a tool utilized by nursing leaders to facilitate daily communication with patients and provide service recovery in real-time.

PFAC feedback also reiterates the importance of C.A.R.E.S. (Compassion, Accountability, Respect, Excellence and Stewardship) training for all employees.

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):
- ☐ 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): The report was emailed to all PFAC Members for approval. The following responded: Jason Ekholm (Patient/family), Marge Largey (Patient/Family), Rev. William Hamilton (Patient/Family), Richard Clark (Patient/family), Anthony Cipriano (Staff), Liliano Pavao (Staff), Julie Masci (Staff), Justin Black (Staff), and Mary Pat Tranter (Staff).

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.mortonhospital.org/about-us/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: Mary Pat Tranter, 508-828-7019, mary.tranter@steward.org
☐ No

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

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