

Initial Report

Last Modified: 10/01/2015

1. Hospital Name

Answer	Total Responses
Winchester Hospital	1
Total	1

2. Year PFAC Established

#	Answer	Bar	Response	%
1	Prior to 2008		0	0%
2	2008		0	0%
3	2009		0	0%
4	2010		1	100%
5	2011		0	0%
6	2012		0	0%
7	2013		0	0%
	Total		1	

3. Staff PFAC Contact Name and Title

Text Response

Kathy Schuler RN, Vice President for Patient Care/CNO

4. Staff PFAC Contact Email and Phone

Text Response

Stephanie Wall 781-756-2216

5. Our PFAC has (click the best choice):

#	Answer	Bar	Response	%
1	by-laws		1	100%
2	agreed-upon policies and procedures		0	0%
3	neither		0	0%
	Total		1	

6. Our PFAC manages itself through (describe in 1500 characters or fewer) :

This question was not displayed to the respondent.

7. Our PFAC recruits new members using the following approaches (click all that apply):

#	Answer	Bar	Response	%
1	Word of mouth		1	100%
2	Promotional efforts within institution to patients		1	100%
3	Promotional efforts within institution to providers or staff		1	100%
4	Through existing members		1	100%
5	Facebook and Twitter		0	0%
6	Recruitment brochures		1	100%
7	Hospital publications		1	100%
8	Hospital banners and posters		0	0%
9	Through care coordinators		0	0%
10	Through patient satisfaction surveys		0	0%
11	Through community-based organizations		0	0%
12	Through houses of worship		0	0%
13	At community events		0	0%
14	Other		1	100%
15	None		0	0%

8. Describe other recruitment method (in 1500 characters or fewer):

Text Response

Communication to the Medical Executive Committee, Nursing Councils and Board of Directors asking for referrals of patients and/or family members who may be interested in becoming members.

9. Our PFAC chair or co-chair is a patient or family member

#	Answer	Bar	Response	%
1	Yes		1	100%
2	No		0	0%
	Total		1	

10. Our PFAC chair or co-chair is a hospital staff member



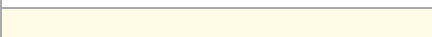
#	Answer	Bar	Response	%
1	Yes		1	100%
2	No		0	0%
	Total		1	

11. Chair/Co-Chair hospital position title:

Text Response

Vice President Patient Care/ CNO

12. This person is the official PFAC staff liason

#	Answer	Bar	Response	%
1	Yes		1	100%
2	No		0	0%
	Total		1	

13. Total number of staff members on the PFAC:

Text Response

6

14. Total number of current or former patients or family members on the PFAC:

Text Response

9

15. The name of the hospital department supporting the PFAC is:



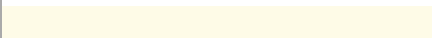

Text Response

Nursing Administration

16. If not mentioned above, the hospital position of the PFAC staff liason is:

This question was not answered by the respondent.

17. The hospital reimburses PFAC members for the following costs associated with attending or participating in meetings (click all that apply):

#	Answer	Bar	Response	%
1	Provide free parking		1	100%
2	Provide meals		1	100%
3	Provide translator or interpreter services		0	0%
4	Provide assistive services for those with disabilities		0	0%

5	Provide meeting conference call or webinar options		0	0%
6	Provide mileage or travel stipends		0	0%
7	Provide financial support for child care or elder care		0	0%
8	Provide stipends for participation		0	0%
9	Provide on-site child or elder care		0	0%
10	Provide reimbursement for attendance at annual PFAC conference		1	100%
11	Provide reimbursement for attendance at other conferences or trainings		0	0%
12	Provide gifts of appreciation to PFAC members annually		0	0%
13	Cover travel expenses to attend conferences		0	0%
14	Provide other supports		0	0%
15	None		0	0%

18. Describe other supports provided (in 1500 characters or fewer):

This question was not displayed to the respondent.

19. Our catchment area is geographically defined as:

Text Response

north west of Boston

20. Race:

American Indian or Alaska Native	Asian	Black or African American	Native Hawaiian or Other Pacific Islander	White
0%	6.2%	1%	0%	88%

21. Ethnicity:

Hispanic or Latino	Not Hispanic or Latino
9.8%	90.2%

22. Race:

American Indian or Alaska Native	Asian	Black or African American	Native Hawaiian or Other Pacific Islander	White
0%	2.4%	1.5%	0%	90.2%

23. Ethnicity:

Hispanic or Latino	Not Hispanic or Latino

1.4%	98.6%
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24. Race:

American Indian or Alaska Native	Asian	Black or African American	Native Hawaiian or Other Pacific Islander	White
	0%	0%	0%	100%

25. Ethnicity:

Hispanic or Latino	Not Hispanic or Latino
0%	100%

26. Our PFAC is undertaking the following activities to ensure appropriate representation of our membership in comparison to our patient or catchment area (describe in 3000 characters or fewer):

Text Response

We would preferentially have the PFAC represent the same diversity of the catchment area we serve.

27. Our process for developing and distributing agendas for our PFAC meetings (click the best choice):

#	Answer	Bar	Response	%
1	The staff develops the agenda and sends it out prior to the meeting		0	0%
2	The staff develops the agenda and distributes it at the meeting		0	0%
3	PFAC members develop the agenda and send it out prior to the meeting		0	0%
4	PFAC members develop the agenda and distribute it at the meeting		0	0%
5	The PFAC has a collaborative process between staff and patients/family members to develop and distribute the agenda		1	100%
6	Other process		0	0%
7	None		0	0%
	Total		1	

28. Describe the process (in 1500 characters or fewer):

Text Response

During each PFAC meeting the Council is asked what topics they would like on the agenda. Hospital representatives will provide brief overviews of new or existing initiatives as examples of items the Council may want to discuss.

29. Describe the process (in 1500 characters or fewer):

This question was not displayed to the respondent.

30. The PFAC goals set for FY 2015 were (describe in 1500 characters or fewer):

Text Response

The goals of the PFAC at Winchester Hospital are to engage patients, family members and staff in ongoing communication with a focus on: -patient and family centered care -quality and safety of care -collaboration between staff, patients and families -patient and family experience -building positive relationships between the hospital and the community we serve -providing input on policies and programs, communications, patient experience and hospital planning

31. The FY 2015 goals were (click the best choice):

#	Answer	Bar	Response	%
1	Developed by staff and reviewed by PFAC members		0	0%
2	Developed by PFAC members and staff		1	100%
3	Neither		0	0%
	Total		1	

32. Our PFAC has the following subcommittees (click all that apply):

#	Answer	Bar	Response	%
1	Government Relations		0	0%
2	Emergency Department		0	0%
3	Education and Communication		0	0%
4	Family Support		0	0%
5	Policies and Procedures		0	0%
6	Palliative Care		0	0%
7	Annual Report		0	0%
8	Publications		0	0%
9	Nominations		0	0%
10	Marketing		0	0%
11	Behavioral Health		0	0%
12	Medication Safety		0	0%
13	Hospital Safety		0	0%
14	Other		1	100%
15	None		0	0%

33. Describe other subcommittee (in 1500 characters or fewer):

Text Response

In addition to the Hospital PFAC, Winchester Hospital has a separate Maternal Child Health PFAC. The goal of this PFAC is to improve the experience and quality of care for both the infants and parents of our Level 2B Special Care Nursery. Membership is comprised of Boston Children's Hospital neonatologists, nursing staff and parents of Special Care Nursery patients.

34. How does the PFAC interact with the Hospital Board of Directors? (click all that apply)

#	Answer	Bar	Response	%
1	PFAC submits annual report to Board		1	100%
2	PFAC submits meeting minutes to Board		0	0%
3	PFAC member(s) attends Board meetings		0	0%
4	Board member(s) attends PFAC meetings		0	0%
5	PFAC member(s) are on board-level committee(s)		0	0%
7	Other		0	0%

35. Describe other interaction (in 1500 characters or fewer):

This question was not displayed to the respondent.

36. URL/link to the PFAC section of the hospital website:

Text Response

<http://www.winchesterhospital.org/our-services/patient--family-support/patient--family-advisory-council>

37. Describe the PFAC's use of email, listservs, or social media (in 3000 characters or fewer):

Text Response

The PFAC members all provide their email address and communication of meeting minutes and call to meetings are done by email.

38. Number of new PFAC members this year:






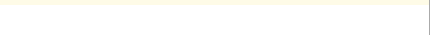




Text Response

3

39. The orientation was provided by:

Number of Staff Members	Number of PFAC Members
1	2





40. The content included (click all that apply):

#	Answer	Bar	Response	%
1	Meeting with hospital staff		1	100%
2	A general hospital orientation		1	100%
3	Information on concepts of patient- and family-centered care (PFCC)		0	0%
4	Information on patient engagement in research		0	0%
5	PFAC policies, member roles and responsibilities		1	100%
6	Information on health care quality and safety		0	0%
7	History of the PFAC		1	100%
8	A "buddy program" with old members		0	0%
9	How PFAC fits within the organization's structure		1	100%
10	Other		0	0%

41. Describe other content (in 3000 characters or fewer):

This question was not displayed to the respondent.



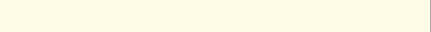
42. PFAC members are considered hospital volunteers and therefore (click all that apply):

#	Answer	Bar	Response	%
1	Attend hospital volunteer trainings		1	100%
2	Require immunizations or TB checks		1	100%
3	Require CORI checks		1	100%
4	Other		0	0%

43. Describe other PFAC member requirement(s) (in 1500 characters or fewer):

This question was not displayed to the respondent.

44. Our PFAC provides education to our members on the topic of patient-centered outcomes research

#	Answer	Bar	Response	%
1	Yes		1	100%
2	No		0	0%
	Total		1	

45. Accomplishment 1 (describe in 3000 characters or fewer):

Text Response

Winchester Hospital completed its affiliation with Lahey Health System in July of 2014 and the members of the PFAC were interested in organizing a joint meeting of all of the PFACs in the system to learn from each other, learn from an expert on Patient and Family Focused care, and to hear from the ILHS leadership on the vision of the role of PFACs in the Lahey Health System. The combined meeting was held on Wednesday November 12, 2014 and featured both Howard Grant, CEO of the Lahey Health System as well as Jim Conway. Mr. Conway provided the key note address, "The role of PFAC in creating patient centered care environments".

46. The idea for Accomplishment 1 came:

#	Answer	Bar	Response	%
1	Directly from the PFAC	<div style="width: 100%; height: 10px; background-color: blue;"></div>	1	100%
2	From a department, committee, or unit that requested PFAC input		0	0%
	Total		1	

47. Accomplishment 2 (describe in 3000 characters or fewer):

Text Response

This past year Winchester Hospital had been working towards the creation of a patient portal. The medical staff proposed a 10 day time delay prior to results being published to the portal to provide a period of time for the physicians to review any results and contact the patients themselves to provide explanations and next steps prior to release to the patient portal. The recommendation of the medical staff was brought to the PFAC who agreed that hearing from a physician first was ideal, however, felt that 10 days was too long of a delay and recommended the results be published immediately or less than 5 days. This feedback was brought to the Medical Executive Committee who approved the PFAC recommendations.

48. The idea for Accomplishment 2 came:

#	Answer	Bar	Response	%
1	Directly from the PFAC		0	0%
2	From a department, committee, or unit that requested PFAC input	<div style="width: 100%; height: 10px; background-color: blue;"></div>	1	100%
	Total		1	

49. Accomplishment 3 (describe in 3000 characters or fewer):

Text Response

After review of the Hospital's visiting policy the PFAC recommended that the hospital institute quiet hours after 9pm. This was brought back to the nursing staff by the staff representative on the PFAC and is being trialed on one of the medical surgical units.

50. The idea for Accomplishment 3 came:

#	Answer	Bar	Response	%
1	Directly from the PFAC	<div style="width: 100%; height: 10px; background-color: blue;"></div>	1	100%
2	From a department, committee, or unit that requested PFAC input		0	0%
	Total		1	

51. Accomplishment 1 (describe in 3000 characters or fewer):

Text Response

The PFAC listened to a presentation on the Hospital's new electronic discharge routine and provided a lot of useful feedback. After receiving this feedback several changes were made to the discharge routine including changing the word 'problem' to 'potential concern' and changing 'knowledge deficit' to 'educational needs'.

52. The idea for Accomplishment 1 came:

#	Answer	Bar	Response	%
1	Directly from the PFAC		0	0%
2	From a department, committee, or unit that requested PFAC input		1	100%
	Total		1	

53. Accomplishment 2 (describe in 3000 characters or fewer):

This question was not answered by the respondent.

54. The idea for Accomplishment 2 came:

#	Answer	Bar	Response	%
1	Directly from the PFAC		0	0%
2	From a department, committee, or unit that requested PFAC input		0	0%
	Total		0	

55. Accomplishment 3 (describe in 3000 characters or fewer):

This question was not answered by the respondent.

56. The idea for Accomplishment 3 came:

#	Answer	Bar	Response	%
1	Directly from the PFAC		0	0%
2	From a department, committee, or unit that requested PFAC input		0	0%
	Total		0	

57. Challenge 1 (describe in 3000 characters or fewer):

Text Response

The greatest challenge of the PFAC this year was turnover of patient and family advisors resulting in the need to recruit additional members.

58. Challenge 2 (describe in 3000 characters or fewer):

Text Response

Due to prior commitments of the patient and family advisors attendance at the meetings was somewhat smaller than ideal. To boost attendance numbers the goal is to add additional patient and family advisors than define in the original by-laws. Also contributing to low attendance was the weather during the winter of 2015.

59. Challenge 3 (describe in 3000 characters or fewer):

Text Response

Several of the topics discussed have a learning curve and turn over of PFAC members can be challenging.

60. Our PFAC provided advice or recommendations to the hospital on the following areas mentioned in the law (click all that apply):

#	Answer	Bar	Response	%
1	Quality improvement initiatives		1	100%
2	Patient education on safety and quality matters		1	100%
3	Patient and provider relationships		1	100%
4	Institutional Review Boards		0	0%
5	Other		0	0%
6	None		0	0%

61. Describe other advice/recommendations (in 1500 characters or fewer):

This question was not displayed to the respondent.

62. PFAC members participated in the following activities mentioned in the law (click all that apply):



#	Answer	Bar	Response	%
1	Served as members of task forces		1	100%
2	Served as members of awards committees		0	0%
3	Served as members of advisory boards/groups or panels		1	100%
4	Served on search committees and in the hiring of new staff		0	0%
5	Served as co-trainers for clinical and nonclinical staff, in-service programs, and health professional trainees		0	0%
6	Serve on selection of reward and recognition programs		0	0%
7	Serve as members of standing hospital committees that address quality		1	100%

8	Other areas of service not listed above		0	0%
9	None		0	0%

63. More details about PFAC member activities:

Number of members serving on task forces	Number of members serving on awards committees	Number of members serving on advisory boards/groups or panels	List names of above groups and number of members serving on each	Number of members serving on search committees	Number of members serving as co-trainers	Number of members serving as members of hospital quality committees	List names of above groups and number of members serving on each	List names and number of members participating in other areas of service
		1				1		

64. The hospital shared the following public hospital performance information with the PFAC (click all that apply):

#	Answer	Bar	Response	%
1	Serious Reportable Events		0	0%
2	Healthcare-Associated Infections		0	0%
3	Department of Public Health (DPH) information on complaints and investigations		0	0%
4	Staff influenza immunization rate		1	100%
5	Patient experience/satisfaction scores		1	100%
6	Patient complaints		0	0%
7	Patient Care Link		0	0%
8	Joint Commission surveys		0	0%
9	Hospital Compare		0	0%
10	Family satisfaction surveys		0	0%
11	Quality of life data		0	0%
12	Rapid response data		0	0%
13	Other		0	0%
14	None		0	0%

65. List other public hospital performance information shared (in 1500 characters or fewer):

This question was not displayed to the respondent.

66. Describe the process by which public hospital performance information was shared (describe in 1500 characters or fewer):

Text Response

Public performance information was shared during presentation to the PFAC on specific topics where it was felt that input from the PFAC would be valuable in improving performance. By way of example, Patient Experience scores from our Press ganey Surveys were shared in the context of a discussion of the patient experience.

67. Our PFAC activities related to the following state or national quality of care initiatives (click all that apply):

#	Answer	Bar	Response	%
1	Healthcare-Associated Infections		0	0%
2	Rapid response teams		0	0%
3	Hand-washing initiatives		0	0%
4	Checklists		0	0%
5	Disclosure of harm and apology		0	0%
6	Fall prevention		1	100%
7	Informed decision making/informed consent		0	0%
8	Improving information for patients and families		1	100%
9	Health care proxies/substituted decision making		0	0%
10	End-of-life planning (e.g. hospice, palliative, advanced directives)		1	100%
11	Care transitions (e.g. discharge planning, passports, care coordination, and follow-up between care settings)		1	100%
12	Observation status for Medicare patients		0	0%
13	Mental health care		0	0%
14	Other program		0	0%
15	None		0	0%

68. Describe other program (in 1500 characters or fewer):

This question was not displayed to the respondent.

69. The hospital shares the PFAC annual reports with PFAC members:

#	Answer	Bar	Response	%
1	Yes		1	100%
2	No		0	0%
	Total		1	

70. Massachusetts law requires that the PFAC report be available to the public. We (click the best choice):

#	Answer	Bar	Response	%
1	Post the report online		1	100%
2	Provide a phone number or email to use for accessing the report		0	0%

3	Other		0	0%
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71. Describe other method for making the report available to the public (in 1500 characters or fewer):

This question was not displayed to the respondent.