

PATIENT AND FAMILY ADVISORY COUNCIL
2018 ANNUAL REPORT

The purpose of the Patient Family Advisory Council (PFAC) is to act as an advisory resource to the administration and staff of Mercy Medical Center. Members are recruited by recommendation of Mercy Medical Center Staff Members. There are currently no elected officers; a former patient and active member of our Volunteer Department acts as Co-Chair of the council. A member of the Quality Department also sits on this Council and acts as Co-Chair. In addition to the staff members there are six active members; all former patients or family members. The council presently meets on a quarterly basis with the option to meet more frequently if a project is underway. There is no reimbursement for members; however they are invited to attend hospital functions and celebrations. The term of service is not limited at this time. New members are invited and welcome to join at any time, provided they meet the membership criteria. The Agendas are set by the staff members of the Quality Department. At this time, there are no subcommittees. Meeting minutes are shared with the Quality Department and the Board of Directors. The hospital website, Mercycare.com has a link to the Patient and Family Advisory Council annual reports.

On an as-needed basis, new members are provided with a PFAC Orientation packet which is reviewed with the Quality staff members. Included in the packet is the Charter of the Committee, a Health Insurance Portability and Accountability Act contract which must be read, signed and returned to the Quality staff, and a map of Mercy Medical Center.

2017-18 INITIATIVES:

- Increase Membership with truer representation of our patient population.

2018 was an exciting year with the increase of membership to the council of three additional members and a truer representation of our patient population.

- Introduce new programs to Mercy Medical Center as suggested by council members.

A suggestion for the program "No One Dies Alone" was brought forward by one of Family Members. An informational presentation on the "No one Dies Alone" Program at Baystate Medical Center by Rev. Ute Schmidt, Manager of Spiritual Services was held in June of 2018.

October 2017

The council met and was introduced to the new President of Mercy Medical Center, Mark Fulco. Mark spoke at length about his career at Mercy Medical Center and Trinity Health of New England and his background in healthcare. He also addressed concerns the PFAC has brought before the council including parking and wayfinding signs.

December 2017

The council met in December and members were presented with a thank you gift for participating in the council along with Christmas cookies and snacks. Janice Kucewicz, RN, the Director of Inpatient Services spoke of her role as Chair of the PFAC in her previous position at Baystate Medical Center. Her message to the patient family council members was that as members they are the voice of all the patients and family here at Mercy Medical Center. Dr. Sondhi and Lisa Casasanta, VP of Population Health introduced the council to BMC Health Net Plan ACO.

April 2018

Our scheduled meeting for March was postponed to April due to inclement weather. The Parking issue was again addressed and Senior Administration has reported that Trinity Health Of New England is looking into a valet parking contractor. Jeff Lenahan, RN, Clinical Quality Improvement Coordinator, presented findings from Patient Experience Surveys. Nancy Reilly, Supervisor of the Volunteer Department spoke about the comfort cart, what items are included and the schedule that is in place for rounding on the floors. The remainder of the meeting the PFAC members discussed what improvement projects that they would like to address going forward. A few of the suggestions were improving the entrance at 175 Carew Street and signage, upgrade pamphlets and patient guides, having a bereavement correspondence committee and looking in the program "No One Dies Alone". There was also a suggestion by Nancy Reilly to do a shuttle trip and experience wayfinding from a patient's perspective.

June 2018

Our June Meeting we were happy to have Reverend Ute Schmidt, Spiritual Manager from Baystate Medical Center who came and spoke to the council on the Program, "No One Dies Alone". Rev. Schmidt reported that the program was started in 2015 at Baystate Medical. The volunteers have 12 hours of training to teach them about a healing system, appropriate music and an appropriate healing touch. At Baystate Medical Center the program is assisted by the Volunteer Department and works in conjunction with Spiritual Services. The group of volunteers also meet once a month to discuss any issues, patient satisfaction and to report any feedback. The NODA program at Baystate Medical Center averages a patient week that utilizes NODA services.

GOALS 2019

- Recruitment of patient and family members with truer representation of the community we serve.
- Education of staff on the role of the PFAC in the hospital.
- Involvement of the PFAC members on other hospital committees.
- Accomplishing resolution of some of the issues put forth by the committee, i.e. signage and parking.
- Recruitment of a Physician Lead to proceed with procurement of funds to create a NODA program at Mercy Medical Center.