

# Patient and Family Advisory Council (PFAC) Annual Report Form



Patient and Family Advisory Councils (PFACs) are an integral part of health care organizations. All licensed hospitals, as well as accountable care organizations devoted to MassHealth members, are required to convene a PFAC on a regular basis and tap its members' expertise and lived experience to help the health care organization better meet the needs of its patients.

The Betsy Lehman Center for Patient Safety oversees PFAC work in Massachusetts. Read more [on the Center's website](#).

Use this form to capture the essential activities of your PFAC during the past fiscal year (July 1 – June 30) and submit to the Betsy Lehman Center by October 1. If your hospital has multiple PFACs, please fill it out for the work of your hospital-wide PFAC, and use the last section to describe the work of any additional PFAC groups. The Center will generate a report from the information submitted and return it to you to distribute throughout the organization and post to your organization's website. The Center will also aggregate information and share an annual report of all PFAC activities in the state.

## SECTION I: GENERAL INFORMATION

1. Hospital name: **Baystate Wing Hospital**
2. How many PFACs does your hospital have in total? **1**
3. The information on this form reflects the work of a PFAC that serves as:
  - ☐ The sole PFAC at our hospital, ACO, or organization
  - ☒ A hospital-wide PFAC, but there are additional department, unit, population-specific or specialty PFACs as well
  - ☐ A hospital department, unit, or specialty PFAC
  - ☐ A hospital-based PFAC that also serves an ACO
  - ☐ A system-wide PFAC
4. Patient/family co-chair:
  - a. Name: **Angela Kramer**
  - b. Email address: **amkramer2@yahoo.com**
5. Hospital co-chair:
  - a. Name: **Nicole Apostle**
  - b. Title: **Pateint Experience Specialist**
  - c. Email address: **Nicole.apostle@baystatehealth.org**
  - d. Phone number: **413.370.5228**
6. PFAC membership [as of June 30]:
  - a. Total number of members: **1 to 5**
  - b. Total number of patient/family advisers: **1 to 5**
  - c. Total number of staff advisers: **1 to 5**

7. Preferred PFAC membership:
- Total number of members: 6 to 10
  - Total number of patient/family advisers: 6 to 10
  - Total number of staff advisers: 1 to 5
8. If patient/family members of the PFAC are subject to term limits, please select the length of terms: n/a
9. Which recruiting efforts does your hospital use to identify and attract new PFAC members from the community? (select all that apply)
- |   |   |
|---|---|
| <input type="checkbox"/> After visit summary or survey messages           | <input checked="" type="checkbox"/> Patient/family feedback |
| <input type="checkbox"/> Clinicians' recommendations                      | <input checked="" type="checkbox"/> Social media            |
| <input checked="" type="checkbox"/> Discussions with people in the clinic | <input type="checkbox"/> Tables at hospital entrances       |
| <input checked="" type="checkbox"/> Hospital website                      | <input type="checkbox"/> Visits to the units                |
| <input checked="" type="checkbox"/> Grievances                            | <input checked="" type="checkbox"/> Word of mouth           |
| <input checked="" type="checkbox"/> Pamphlets                             | Other: Newspaper  |
10. How often does your PFAC meet? Monthly
- If other, please specify:
11. How do you typically convene your PFAC? Virtually
- If a mix, please describe:
12. How often do PFAC members engage in these ways with initiatives presented to them? (Please respond to each.)
- Approval: The department asks for approval from the PFAC on a completed initiative Rarely
  - Feedback: The department asks the PFAC for input on a project in progress Sometimes
  - Codesign: The PFAC is involved at the inception of the project Rarely
  - Other, please specify:

## SECTION II: ABOUT THE COMMUNITY

13. State regulations call for hospital PFAC membership to be reflective of the community it serves. Two sets of data can help better understand the racial/ethnic makeup of the community and primary languages spoken.
- a. Race/Ethnicity: Use the links in the table below to find data about the race and ethnicity of the community served by your hospital. If your hospital gathers this information differently, please enter it here.

	Percentage of population	
	<a href="#">Catchment area</a>	<a href="#">Patients served</a>
White	88.06	89.3
Black	1.38	3.17
Hispanic	5.05	6.36
Asian	1.11	.456
Native Hawaiian and Pacific Islander (NHPI)	.015	.027
American Indian or Alaska Native (AIAN)	.198	.483
Other	4.18	.000
Multi	5.50	.966

- b. Languages spoken: The best source will be within your hospital. You may need to ask colleagues in community relations, patient experience, informatics or other record-keepers for this information.

	Percentage of patient population
Spanish	1.14
Portuguese	.27
Chinese	.07
Haitian Creole	.02
Vietnamese	.00
Russian	.07
French	.05
Mon-Khmer/Cambodian	.003
Italian	.01
Arabic	.05
Albanian	.00
Cape Verdean	.00
Limited English proficiency (LEP)	.00

- c. How well do the demographics of your PFAC match the demographics of your hospital's patient population? **Very well**

14. There are many ways to describe the array of perspectives in a community, including age, income, gender, sexual orientation, gender identity, disability, veteran status, career, chronic or rare disease status, religion, etc. How would you describe your PFAC membership's representation of the community it serves more broadly?

All aspects are well represented other than the age category.

15. Describe any strategies and activities during the last year to align PFAC membership with the diversity of the community served by your organization.

Our organization is in the midst of transformation and being transparent with our community partners is critical. The advisors are a window to the organization.

### SECTION III: KEY ACCOMPLISHMENTS AND IMPACT

16. How often do you measure the impact of the PFAC on initiatives? **Never** ☐
17. How often do you track outcome metrics related to PFAC advice? (e.g., improvement in patient experience scores, reduction in falls, etc.) **Never** ☐
18. How often do you track process metrics? (e.g., number of meetings, number of initiatives, etc.) **Always** ☐
19. Describe key work accomplished by the PFAC last year. For example, in what ways did the PFAC provide feedback/perspective, lead or co-lead programs and initiatives, or influence the institution's financial and programmatic decisions? Include at least three accomplishments.

Programmatic decisions influenced by the PFAC's contributions include the heightened commitment to enhancing access to care.

PFAC members were given insight and asked for feedback on the most recent organization wide safety assessment.

Insight gained as to the recent workforce changes that have taken place, shared with leadership for consideration.

20. How do you promote the accomplishments of your PFAC? (Select all that apply)

☐ Newsletter

☐ Presentation

☐ Report

☒ Word of mouth

☐ We currently do not promote

Other:

21. Did the hospital/organization leadership share its goals for the year with the PFAC membership? Yes



22. Did the work accomplished by your PFAC help advance the organization's goals? Yes



Please describe:

Our PFAC is a check point to ensure patient centered care as we are accountable to share transparently with them.

23. What were the greatest challenges your PFAC faced?

This year we lost a member of our PFAC unexpectedly. One of our advisors past away mid June.

Small numbers and only working offsite were also challenges.

## SECTION IV: SAFETY

Patient safety is the prevention of harm to patients while receiving health care. It's a fundamental principle of health care, and it's considered the foundation of high-quality care. Patient and family input and insight about safety considerations and risks is an essential component of safety improvement work.

24. For each of the following items, indicate your PFAC's level of involvement.

a. Patient/family advisers were represented at board meetings: Never



b. Patient/family advisers were consulted on safety goal-setting and metrics: Occasionally



c. Patient/family advisers participated in safety improvement initiatives: Occasionally



25. Summarize your PFAC's contributions to patient safety work at your organization.

Our Advisors review initiatives, changes, and plans and offer their contributions. Including them enhances transparency and ensures that we are patient focused.

## SECTION V: ADDITIONAL INFORMATION

26. Indicate the committees within your organization on which a PFAC member serves:

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Behavioral Health/<br>Substance Use | <input type="checkbox"/> Diversity and Inclusion   | <input type="checkbox"/> Patient Education                            |
| <input type="checkbox"/> Bereavement                         | <input type="checkbox"/> Drug Shortage   | <input type="checkbox"/> Patient and Family Experience<br>Improvement |
| <input type="checkbox"/> Board of Directors                  | <input type="checkbox"/> Eliminating Preventable Harm  | <input type="checkbox"/> Pharmacy Discharge Script<br>Program         |
| <input type="checkbox"/> Care Transitions                    | <input checked="" type="checkbox"/> Emergency Department Patient/<br>Family Experience Improvement | <input type="checkbox"/> Quality and Safety                           |
| <input type="checkbox"/> Code of Conduct                     | <input type="checkbox"/> Ethics  | <input type="checkbox"/> Quality/Performance<br>Improvement           |
| <input type="checkbox"/> Community Benefits                  | <input type="checkbox"/> Institutional Review Board (IRB)  | <input type="checkbox"/> Surgical Home                                |
| <input type="checkbox"/> Critical Care                       | <input type="checkbox"/> Lesbian, Gay, Bisexual,<br>Transgender and Queer<br>(LGBTQ+)              | Other: <b>Children's Hospital</b>                                     |
| <input type="checkbox"/> Culturally Competent Care           |  |   |
| <input type="checkbox"/> Discharge Delays                    | <input type="checkbox"/> Patient Care Assessment   |   |

27. Are there any PFAC-led workgroups or projects you would like to highlight?

Not at this time

## SECTION VI: LOOKING AHEAD

28. Does your PFAC have goals for the current year? **Yes** 

a. If yes, what are your PFAC's goals for the year?

Increase membership

Work onsite on an initiative

Be more involved with other committees

29. Do these goals support the organization's goals and priorities for the year? **Yes, the goals directly relate** 

a. If yes, in what ways do these goals support the organization's goals and priorities?

Transformational changes have led to some reduced staffing in areas that handle non-clinical tasks and our advisors could be helpful in that capacity. Any support with enhance the patient experience.

30. Is there anything else your hospital would like to highlight that has not been captured above?

Not at this time

31. This report was prepared and reviewed by:

a. Name: **Nicole Apostle**

b. Title: **Patient Experience Specialist**

c. List additional people's names and titles as needed below:

**Angela Kramer, Co-Chair**

32. This report is for the state's fiscal year ending June 30, **2025**.