

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: SPAULDING REHABILITATION HOSPITAL FOR CONTINUING CARE
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: FRANK CUTITTA
 - b. Email address: frank@cutitta.com
5. Hospital co-chair:
 - a. Name: JULIENE MITCHELL
 - b. Title: MANAGER, QUALITY AND COMPLIANCE
 - c. Email address: jmitchell10@mgb.org
 - d. Phone number: 617-758-5540
6. PFAC membership [as of June 30]:
 - a. Total number of members: 11 to 15
 - b. Total number of patient/family advisers: 6 to 10
 - c. Total number of staff advisers: 1 to 5

7. Preferred PFAC membership:
- Total number of members: 16 to 20
 - Total number of patient/family advisers: 11 to 15
 - Total number of staff advisers: 6 to 10
8. If patient/family members of the PFAC are subject to term limits, please select the length of terms: 3 years
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 type="checkbox"/> Social media |
| <input type="checkbox"/> Discussions with people in the clinic | <input type="checkbox"/> Tables at hospital entrances |
| <input type="checkbox"/> Hospital website | <input checked="" type="checkbox"/> Visits to the units |
| <input checked="" type="checkbox"/> Grievances | <input checked="" type="checkbox"/> Word of mouth |
| <input checked="" type="checkbox"/> Pamphlets | Other: <input type="text"/> |
10. How often does your PFAC meet? Other
- If other, please specify: Five times per year
11. How do you typically convene your PFAC? Virtually
- If a mix, please describe: n/a
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 Sometimes
 - 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:
n/a

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	
	Catchment area	Patients served
White	65.48	71.7
Black	5.8	12
Hispanic	7.69	unk
Asian	14.81	3.5
Native Hawaiian and Pacific Islander (NHPI)	0.024	0.1
American Indian or Alaska Native (AIAN)	0.10	0.1
Other	6.06	12.6
Multi	21.00	unk

- 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	3.39
Portuguese	0.52
Chinese	0.45
Haitian Creole	0.35
Vietnamese	0.21
Russian	no data
French	0.03
Mon-Khmer/Cambodian	0.07
Italian	0.07
Arabic	No data
Albanian	no data
Cape Verdean	0.24
Limited English proficiency (LEP)	n/a

- 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?

While the population we serve is relatively homogenous in terms of race, ethnicity, and language, we recognize the importance of incorporating a wide range of perspectives into our PFAC. We are committed to engaging individuals with diverse lived experiences, including differences in age, disability, socioeconomic background, and health conditions, to ensure our work reflects the needs of all patients and families.

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

While we did not undertake specific initiatives related to this goal last year, we recognize its importance and are intentionally prioritizing this work in the coming year. Our efforts will focus on expanding PFAC involvement while implementing new strategies for recruitment of members from diverse backgrounds.

SECTION III: KEY ACCOMPLISHMENTS AND IMPACT

16. How often do you measure the impact of the PFAC on initiatives? Sometimes ☐
17. How often do you track outcome metrics related to PFAC advice? (e.g., improvement in patient experience scores, reduction in falls, etc.) Often ☐
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.

Over the past year, the PFAC has made meaningful contributions to patient experience and system-wide improvement efforts:

Data-Driven Engagement: PFAC members remained consistently informed of NRC patient experience data and provided valuable recommendations on survey timing and response tracking strategies to enhance feedback quality and participation.

Healthier Food Options: Based on PFAC input, the organization expanded access to healthier food choices, including the installation of vending machines stocked with nutritious options, supporting patient and visitor wellness.

Patient Welcome Video: In collaboration with PFAC, a new welcome video was developed to orient and support newly admitted patients, fostering a more informed and comforting introduction to care.

System-Wide Reorganization: While PFAC members did not directly participate in the reorganization process, they remained actively engaged, offering feedback and closely following developments to ensure alignment with patient-centered values.

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? Somewhat

Please describe:

Yes, the work of the last year supported a more positive patient experience. A welcome video was created to provide additional information to patients upon admission. The use of the video positively impacted patient experience, as demonstrated by surveys administered pre and post-implementation.

23. What were the greatest challenges your PFAC faced?

One of the greatest challenges this year has been recruiting new PFAC members. To address this, we will co-design a refreshed recruitment strategy in partnership with our current patient and family advisors and use newly developed materials.

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: Regularly
- c. Patient/family advisers participated in safety improvement initiatives: Unsure

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

To date, the PFAC has primarily focused on enhancing the patient experience. Recognizing the importance of patient and family perspectives in safety efforts, we plan to expand the scope of the PFAC to actively engage members in identifying opportunities to improve patient safety. This includes exploring new ways to incorporate PFAC input into safety-related initiatives

SECTION V: ADDITIONAL INFORMATION

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

- | | | |
|--|---|--|
| <input type="checkbox"/> Behavioral Health/
Substance Use | <input type="checkbox"/> Diversity and Inclusion | <input type="checkbox"/> Patient Education |
| <input type="checkbox"/> Bereavement | <input type="checkbox"/> Drug Shortage | <input checked="" type="checkbox"/> Patient and Family Experience
Improvement |
| <input type="checkbox"/> Board of Directors | <input type="checkbox"/> Eliminating Preventable Harm | <input type="checkbox"/> Pharmacy Discharge Script
Program |
| <input type="checkbox"/> Care Transitions | <input type="checkbox"/> Emergency Department Patient/
Family Experience Improvement | <input type="checkbox"/> Quality and Safety |
| <input type="checkbox"/> Code of Conduct | <input type="checkbox"/> Ethics | <input type="checkbox"/> Quality/Performance
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,
Transgender and Queer
(LGBTQ+) | Other: <input type="text"/> |
| <input type="checkbox"/> Culturally Competent Care | <input type="checkbox"/> Patient Care Assessment | |
| <input type="checkbox"/> Discharge Delays | | |

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

Over the past year, the PFAC has made meaningful contributions to patient experience and system-wide improvement efforts:

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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?

1. Generate new opportunities for the PFAC to review and provide input on hospital initiatives or data related to patient care, safety, quality, and experience.

2. Use new resources and strategies for PFAC recruitment, with a focus on recruiting diverse and representative patients and family members to the PFAC.

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?

The organization's strategic priorities include advancing patient experience and promoting health equity. Engaging PFAC members in patient experience initiatives ensures that improvement efforts are informed by the lived experiences of patients and families, fostering more responsive and compassionate care. Actively recruiting diverse PFAC members brings a broader range of perspectives to the table, helping to shape equitable policies, processes, and practices that reflect the needs of the entire patient population.

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

31. This report was prepared and reviewed by:

a. Name: **JULIENE MITCHELL**

b. Title: **MANAGER, QUALITY AND COMPLIANCE**

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

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