

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: Tufts Medical Center
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: Marie McCarthy
 - b. Email address: mariebmccarthy@gmail.com
5. Hospital co-chair:
 - a. Name: Anne Marie Sirois / Janice McLaughlin RN
 - b. Title: Associate Director of Patient Exp. / Sr. Director Quality Perf. & Value Based Care
 - c. Email address: annemarie.sirois@tuftsmedicine.org / janice.mclaughlin@tuftsmedicine.org
 - d. Phone number: 617-636-7032 / 617-636-4559
6. PFAC membership [as of June 30]:
 - a. Total number of members: 21 to 25
 - b. Total number of patient/family advisers: 16 to 20
 - c. Total number of staff advisers: 1 to 5

7. Preferred PFAC membership:

- a. Total number of members: **21 to 25**
- b. Total number of patient/family advisers: **21 to 25**
- c. 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: **2 years**

9. Which recruiting efforts does your hospital use to identify and attract new PFAC members from the community? (select all that apply)

<input checked="" type="checkbox"/> After visit summary or survey messages	<input checked="" type="checkbox"/> Patient/family feedback
<input checked="" type="checkbox"/> Clinicians' recommendations	<input type="checkbox"/> Social media
<input type="checkbox"/> Discussions with people in the clinic	<input checked="" type="checkbox"/> Tables at hospital entrances
<input checked="" type="checkbox"/> Hospital website	<input type="checkbox"/> Visits to the units
<input type="checkbox"/> Grievances	<input checked="" type="checkbox"/> Word of mouth
<input type="checkbox"/> Pamphlets	Other: Tufts Medical Center Website, MyChart

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.)

- a. Approval: The department asks for approval from the PFAC on a completed initiative **Sometimes**
- b. Feedback: The department asks the PFAC for input on a project in progress **Often**
- c. Codesign: The PFAC is involved at the inception of the project **Rarely**
- d. 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	
	<u>Catchment area</u>	<u>Patients served</u>
White	47.0847	53.65%
Black	14.1801	10.16%
Hispanic	21.6021	10.11%
Asian	11.3538	18.57%
Native Hawaiian and Pacific Islander (NHPI)	.34293	0.03%
American Indian or Alaska Native (AIAN)	.12928	0.25%
Other	5.6156	6.29%
Multi	17.1330	0.95%

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	3.23%
Portuguese	1.25%
Chinese	9.80%
Haitian Creole	0.75%
Vietnamese	0.89%
Russian	0.31%
French	0.08%
Mon-Khmer/Cambodian	0.19%
Italian	0.06%
Arabic	0.23%
Albanian	0.10%
Cape Verdean	0.28%
Limited English proficiency (LEP)	0.00%

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

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?

TMC PFAC represents a broad array of members and, as such, each member represents the community served. However, not all perspectives as described above are represented despite efforts to recruit, in particular, the Asian population. Currently our membership covers both male and female patients of varying ages, sexual orientation, varying acute and chronic disease status and a broad array of careers. some in health care.

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

The Tufts Medical Center Patient and Family Advisory Council (PFAC) added a question to the Patient Feedback Survey asking, "Would you like to receive more information regarding participation in the Tufts Medical Center PFAC?" Each month, approximately 3,000 emails are sent to patients who responded "yes" to this question. As a result of this targeted outreach, 11 patients expressed interest, and 7 new members were successfully recruited to the PFAC in 2025. Additionally, we have met with physicians to obtain referrals, allowing us to speak directly with patients about opportunities to participate in the PFAC.

SECTION III: KEY ACCOMPLISHMENTS AND IMPACT

16. How often do you measure the impact of the PFAC on initiatives? **Often**

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.) **Often**

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.

1. Committee Involvement
PFAC members served on various committees, such as robotics, quality, and safety. There has been an increase in visibility for PFAC with more committee invitations.
2. Feedback on Initiatives
PFAC has provided feedback on a wide variety of initiatives, resulting in the incorporation of their suggestions into final plans and processes.
3. Policy and Procedure Review
PFAC members regularly review and edit proposed policies and procedures from the patient's perspective.
4. Community Engagement
PFAC members engage with staff and patients throughout the year by hosting informational tables and speaking directly with patients about PFAC membership opportunities.

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: **Quality of Care Committee of the Board of Trustees**

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:

Within the organization's vision to provide unmatched frictionless care and aligned with Tufts Medicine's vision to create the most equitable and frictionless healthcare experience globally, input from Patient and Family Advisory Council (PFAC) members plays a vital role in achieving this goal. By sharing timely feedback on the patient and family experience, PFAC members help identify opportunities for improvement that directly enhance the quality of care. Evidence of changes made as a result of PFAC input is regularly presented at PFAC meetings to support unmatched, frictionless, patient-centered care.

23. What were the greatest challenges your PFAC faced?

The greatest challenge the Patient and Family Advisory Council (PFAC) continues to face is recruiting new members who accurately represent the diverse patient population served by Tufts Medical Center. This year, eleven potential members were interviewed, resulting in seven new active members. Another ongoing challenge is ensuring that departments and committees fully understand the role of the PFAC and recognize the added value of including PFAC members in their decision-making processes and initiatives.

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: **Regularly**
- b. Patient/family advisers were consulted on safety goal-setting and metrics: **Regularly**
- c. Patient/family advisers participated in safety improvement initiatives: **Occasionally**

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

The co-chair of the Patient and Family Advisory Council (PFAC) serves as a full member of the Tufts Medical Center Board's Quality of Care Committee. In this role, the co-chair actively participates in reviewing patient safety initiatives and provides valuable input at every meeting to support continuous improvement in the quality of care.

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 checked="" type="checkbox"/> Quality and Safety
<input checked="" 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="checkbox"/> Quality of Care Committee
<input type="checkbox"/> Culturally Competent Care	<input type="checkbox"/> Patient Care Assessment	
<input checked="" type="checkbox"/> Discharge Delays		

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

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?

PFAC's goals for 2026 have not yet been established. However, there will continue to be a strong focus on recruitment to ensure diverse and representative membership, as well as active participation in the 2026 Grand Rounds.

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?

PFAC's goals for 2026 have not been finalized at this time. However, we anticipate that there will be a continued emphasis on recruitment efforts to ensure diverse representation of our patient population. In addition, participation in the 2026 Grand Rounds is expected to be an area of focus as we look to further engage with patients, families, and staff in meaningful ways.

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

At this time, there are no additional updates to highlight beyond what has been shared. We would like to acknowledge the continued dedication of our Patient and Family Advisory Council (PFAC) members, whose contributions remain vital in shaping patient-centered initiatives. Their work directly supports Tufts Medicine's vision to create the most equitable and frictionless healthcare experience globally, while advancing Tufts Medical Center's commitment to providing unmatched, frictionless care.

31. This report was prepared and reviewed by:

- a. Name: Anne Marie Sirois
- b. Title: Associate Director for Patient Experience & Volunteer Services
- c. List additional people's names and titles as needed below:

Marie McCarthy, RN
Patient Family Advisory, Co-Chair
Therese Hudson-Jinks, DNP, NR,NEA-BC
Chief Nursing Office, Chief Patient Experience Officer
SVP Patient Care Services
Janice McLaughlin RN,MSN,ACCNS-AG, CCRN-K, CNRN,SCRN
Senior Director
Quality Performance and Value-Based Care

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