

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: Winchester Hospital - Beth Israel Lahey Health66
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: NA
 - b. Email address: NA
5. Hospital co-chair:
 - a. Name: Karen Keaney / Basel Tarab
 - b. Title: Vice President, Patient Care Service Chief Nursing Officer / Director, Patient Exp
 - c. Email address: Karen.E.Keaney@lahey.org / Basel.tarab@lahey.org
 - d. Phone number: 781.7546.2008 / 781.756.7151
6. PFAC membership [as of June 30]:
 - a. Total number of members: 11 to 15
 - b. Total number of patient/family advisers: 11 to 15
 - c. Total number of staff advisers: 1 to 5

7. Preferred PFAC membership:

- a. Total number of members: **16 to 20**
- b. Total number of patient/family advisers: **16 to 20**
- 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: **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 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 type="checkbox"/> Pamphlets	Other: <input type="text"/>

10. How often does your PFAC meet? **Every other month**

If other, please specify:

11. How do you typically convene your PFAC? **In-person**

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 **Often**
- 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 **Sometimes**
- 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	50.5980	82%
Black	3.10	5%
Hispanic	5.05	6%
Asian	6.35	4%
Native Hawaiian and Pacific Islander (NHPI)	0	0.20%
American Indian or Alaska Native (AIAN)	0.06	0.03%
Other	34.58	4%
Multi	41.016	2%

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%
Portuguese	2%
Chinese	0.3%
Haitian Creole	1%
Vietnamese	0.1%
Russian	0.1%
French	0.1%
Mon-Khmer/Cambodian	0.05%
Italian	0.1%
Arabic	0.14%
Albanian	0.1%
Cape Verdean	0%
Limited English proficiency (LEP)	0.8%

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

Overall, the representaton of the PFAC members is well matching the community. The area that the hospital serve is increasing in diversity, and we are trying to reflect that in a stepwise approach, for example, last year we included a member to PFAC who is on the younger side to ensure we have that perspective.

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

We have been looking at the data about the community's composition and the patients we serve and trying to match it with membership. We have been evaluating our membership and have been very intentional in our search for members who bring diversity of voices to our committee.

SECTION III: KEY ACCOMPLISHMENTS AND IMPACT

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

17. How often do you track outcome metrics related to PFAC advice? (e.g., improvement in patient experience scores, reduction in falls, etc.) **Rarely**

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.

Our PFAC members have been sharing feedback for immprovement on a wide array of topics, this includes ways to improve our patient experience scores, reduce the greavances and complaints, pick colors and provide advice and recommendation for design of some of the newly renovated units, and help in strategies to further improve the brand of the Winchester Hospital.

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:

PFAC members provide recommendations for improve patient experience (A strategic goal for the hospital), way in on certain process to improve safety (strategic goal of the hospital), and improve our brand for marketing reasons.

23. What were the greatest challenges your PFAC faced?

Availability of all members to attend together; including more members who represent diverse opinions.

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: Never
- c. Patient/family advisers participated in safety improvement initiatives: Occasionally

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

A member of the PFAC is a part of the hospital's patient safety committee, and as a part of that role they bring patient's feedback and perspective to the meetings, and also communicate patient safety initiative to the PFAC members.

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 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 type="checkbox"/> Code of Conduct	<input checked="" 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?

No

SECTION VI: LOOKING AHEAD

28. Does your PFAC have goals for the current year? We don't set formal goals

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

29. Do these goals support the organization's goals and priorities for the year?

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

[Redacted area for response to Question 29a]

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

[Redacted area for response to Question 30]

31. This report was prepared and reviewed by:

a. Name: **Basel Tarab**

b. Title: **Co-Chair, PFAC. Director, Patient Experience, Transport, Volunteers**

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

Karen Keaney, Vice President, Patient Care Service Chief Nursing Officer

[Redacted area for additional names and titles]

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