HCFA 2014 Patient and Family Advisory Council Annual Report

Hospital Name: Dana-Farber Cancer Institute
Date of Report: 9/30/14
Year Covered by Report: 2013-3014
Year PFAC Established: 1996
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PFAC Organization
1. Does your PFAC have by-laws and/or policies and procedures? Yes see attached
2. How do you recruit PFAC members? We recruit through our clinical providers, volunteers, past patients and caregivers. We use brochures and flyers as well as presentations at DFCI events
3. Is the PFAC chair or co-chair a patient or family member? Yes
4. If there is a hospital staff chair or co-chair, what hospital position does that person hold? Our co-chairs are volunteers but we have a staff liaison who is the connector between staff and PFAC
5. Are at least 50% of PFAC members current or former patients or family members? Yes
6. What hospital department supports the PFAC? What is the hospital position of the PFAC staff liaison? Volunteer Services and the division of patient and family services
7. Does the hospital reimburse PFAC members for any costs associated with attending meetings and/or provide any other assistance? DFCI pays for all parking and food expenses. We also pay for conference attendance and professional development as needed
8. The PFAC regulations require every PFAC to represent the community served by the hospital. What is your PFAC/hospital doing to comply with this requirement? We work closely with all departments within the hospital and our satellites. We also work closely with our community benefit program where we do outreach to our local communities and community health organizations
9. Who sets agendas for PFAC meetings? Our co-chairs in conjunction with the staff liaison
10. Does the PFAC have subcommittees? If yes, please list and describe them. Yes
   - Recruitment
   - Operations
   - Patient and Family Communications
   - Nomination
   - Survivorship (Off treatment)
   - Publications
11. How does the PFAC interact with the Board of Directors? PFAC member(s) are on board-level committees
12. Is there a PFAC section on the hospital website? Yes
13. Does your PFAC use social media and if so, how? Not yet
Orientation and Continuing Education

14. Describe the PFAC orientation for new members.

All PFAC members do the following

- Complete PFAC application
- Participate in phone interview with staff liaison
- Have in person interview with staff liaison
- Interview with both co-chairs
- Attend PFAC meeting as a guest
- Decision made regarding candidacy by co-chairs and staff liaison
- Health screening
- Volunteer services orientation (Every 2 weeks by volunteer services staff) The orientation includes a general acculturation to DFCI, its customer service philosophies, core values, interaction guide. Members sign Cori, behavior, confidentiality and invention agreements
- PFAC orientation (review of bylaws and PFAC handbook)
- Assigned a PFAC mentor

PFAC Impact and Accomplishments

15. The law allows a hospital to engage its PFAC in a broad consulting role. PFAC provided advice and consulting regarding

- Patient and provider relationships
- Institutional review boards
- Quality improvement initiatives
- Patient education on safety and quality matters
- Publications and website
- Texxop of Form

16. PFAC members engaged in the following activities mentioned in the law

- Members of task forces
- Members of standing hospital committees that address quality (QIRM, Service Excellence, Quality and Safety)
- Members of awards committees
- Members of advisory boards
- Participants on search committees and in the hiring of new staff
- Co-trainers for clinical and nonclinical staff, in-service programs, and health professional trainees
- Participants in reward and recognition programs

17. The following public hospital performance information is shared with the PFAC

- Serious Reportable Events
- Healthcare-Associated Infections
- Department of Public Health (DPH) information on complaints and investigations yes
- Staff influenza immunization rate yes
- Other hospital performance information shared: Press Ganey, Joint Commission, internal and external surveys, PFAC self assessments

18. PFAC quality of care initiatives related to any of the following state or national quality of care initiatives

- Hand-washing initiatives
- Fall prevention
- Improving information for patients and families
- Health care proxies/substituted decision making
- End of life planning
19. PFAC’s specific accomplishments in relation to quality of care initiatives during the past year.

- Pediatric end of treatment project: In conjunction with our pediatric psycho-social team, PPFAC designed and is about to implement a peer/psychosocial led session for parents of children about to end treatment. The sessions include information sheets on questions to ask, common concerns, materials they should ask for and expect and a discussion on some of the emotions and issues that may come up. This idea was completely generated by PPFAC but was welcomed by pediatric psychosocial staff.

- Self assessment process for APFAC: APFAC conducted an extensive internal survey on involvement, interaction with leadership, structure of participation, make up of council and partnerships within the institute. The assessment led to several productive changes such as new leadership participation, committee structural changes, goal setting redesign and the initiation of a project charter for APFAC that will produce strong recommendations for more effective integration of all supportive resources throughout the institute. The idea for this came jointly from PFAC and the institute.

- Bereavement: PPFAC formed a committee to review and make recommendations on policies surrounding bereavement as well as support services provided. This is in process.

- APFAC recruitment work: The formulation of a plan for more diverse and widespread recruitment. This has resulted in 8 new members on the PFAC this past year.

- APFAC transition group: Membership participation in the expansion of DFCI into Saint Elizabeth’s Hospital and the transition of Faulkner hospital patients into the Longwood campus. APFAC held open houses for patients, met with staff and provided tours of the building. This was a APFAC initiative.

PFAC Annual Report

20. Does the hospital share the PFAC annual reports with PFAC members?

Public information

21. How do you make the PFAC report accessible to the public?

Public information

22. PFAC Goals 2014-2015

Adult

- Charter recommendations
- PFAC infrastructure
- Survivorship
- EPIC
- Process improvement vis a vis wait times

Pediatric

- Off treatment
- Recruitment
- Bereavement
- Teen needs and PFAC integration