2017 Patient and Family Advisory Council Annual Report Form

The survey questions concern PFAC activities in fiscal year 2017 only: (July 1, 2016 – June 30, 2017).

Section 1: General Information

1. Hospital Name: Massachusetts Eye and Ear

NOTE: Massachusetts law requires every hospital to make a report about its PFAC publicly available. HCFA strongly encourages you to fill out a separate template for the hospital-wide PFAC at each individual hospital.

2a. Which best describes your PFAC?
   - ☒ We are the only PFAC at a single hospital – skip to #3 below
   - ☐ We are a PFAC for a system with several hospitals – skip to #2C below
   - ☐ We are one of multiple PFACs at a single hospital
   - ☐ We are one of several PFACs for a system with several hospitals – skip to #2C below
   - ☐ Other (Please describe: __________________________________________________________)

2b. Will another PFAC at your hospital also submit a report?
   - ☐ Yes
   - ☐ No
   - ☐ Don’t know

2c. Will another hospital within your system also submit a report?
   - ☐ Yes
   - ☐ No
   - ☐ Don’t know

3. Staff PFAC Co-Chair Contact:
   2a. Name and Title: Janet Huettig, LICSW, Director of Social Work and Volunteers
      Susan Corbett, Patient Relations Manager

   2b. Email: Janet_Huettig@meei.harvard.edu
            Susan_Corbett@meei.harvard.edu

   2c. Phone: Janet Huettig 617-573-3548
            Susan Corbett 617-573-3008

4. Patient/Family PFAC Co-Chair Contact:
   3a. Name and Title: __________________________________________________________
   3b. Email: __________________________
   3c. Phone: __________________________
   ☒ Not applicable
5. Is the Staff PFAC Co-Chair also the Staff PFAC Liaison/Coordinator?
   ☑ Yes – skip to #7 (Section 1) below
   ☐ No – describe below in #6

6. Staff PFAC Liaison/Coordinator Contact:
   6a. Name and Title: __________________________________________________________
   6b. Email: _____________________________
   6c. Phone: _____________________________
   ☑ Not applicable

Section 2: PFAC Organization

7. This year, the PFAC recruited new members through the following approaches (check all that apply):
   ☐ Case managers/care coordinators
   ☐ Community based organizations
   ☐ Community events
   ☐ Facebook, Twitter, and other social media
   ☐ Hospital banners and posters
   ☑ Hospital publications (website)
   ☐ Houses of worship-religious organizations
   ☑ Patient satisfaction surveys
   ☑ Promotional efforts within institution to patients or families
   ☑ Promotional efforts within institution to providers or staff
   ☐ Recruitment brochures
   ☑ Word of mouth/through existing members
   ☐ Other (Please describe: ______________________________________________________)
   ☐ N/A – we did not recruit new members in FY 2017

8. Total number of staff members on the PFAC: 2

9. Total number of patient or family member advisors on the PFAC: 14 and one moved out of the area to total 13 at year's end

10. The name of the hospital department supporting the PFAC is: Social Work and Patient Relations

11. The hospital position of the PFAC Staff Liaison/Coordinator Director of Social Work and Volunteers and Patient Relations Manager

12. The hospital provides the following for PFAC members to encourage their participation in meetings (check all that apply):
    ☐ Annual gifts of appreciation
    ☑ Assistive services for those with disabilities
    ☑ Conference call phone numbers or “virtual meeting” options
Meetings outside 9am-5pm office hours
☑ Parking, mileage, or meals
☑ Payment for attendance at annual PFAC conference
☐ Payment for attendance at other conferences or trainings
☐ Provision/reimbursement for child care or elder care
☐ Stipends
☐ Translator or interpreter services
☐ Other (Please describe: __________________________________________________________)
☐ N/A

Section 3: Community Representation

The PFAC regulations require that patient and family members in your PFAC be “representative of the community served by the hospital.” If you are not sure how to answer the following questions, contact your community relations office or check “don’t know.”

13. Our hospital’s catchment area is geographically defined as: Greater Boston (area within the Interstate 495 belt)

14. Tell us about racial and ethnic groups in these areas (please provide percentages; if you are unsure of the percentages check “don’t know”):

<table>
<thead>
<tr>
<th>RACE</th>
<th>ETHNICITY</th>
</tr>
</thead>
<tbody>
<tr>
<td>% American Indian or Alaska Native</td>
<td>% Hispanic, Latino, or Spanish origin</td>
</tr>
<tr>
<td>% Asian</td>
<td>% Other</td>
</tr>
<tr>
<td>% Black or African American</td>
<td>% Native Hawaiian or other Pacific Islander</td>
</tr>
<tr>
<td>% White</td>
<td>% Other</td>
</tr>
</tbody>
</table>

14a. Our defined catchment area

<table>
<thead>
<tr>
<th>%</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.2%</td>
<td>4.2%</td>
</tr>
<tr>
<td>6.6%</td>
<td>.3%</td>
</tr>
<tr>
<td>64.4%</td>
<td>0.7%</td>
</tr>
<tr>
<td>4.3%</td>
<td>19.2%</td>
</tr>
</tbody>
</table>

14b. Patients the hospital provided care to in FY 2016

<table>
<thead>
<tr>
<th>%</th>
<th>%</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>.001%</td>
<td>3%</td>
<td>6%</td>
</tr>
<tr>
<td>.002%</td>
<td>68%</td>
<td>19%</td>
</tr>
<tr>
<td>4%</td>
<td>Not known</td>
<td>4%</td>
</tr>
</tbody>
</table>

14c. The PFAC patient and family advisors in FY 2017

<table>
<thead>
<tr>
<th>%</th>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>17%</td>
<td>83%</td>
</tr>
</tbody>
</table>
15. Tell us about languages spoken in these areas (please provide percentages; if you are unsure of the percentages select “don’t know”):

<table>
<thead>
<tr>
<th>Limited English Proficiency (LEP) (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
<tr>
<td>15a. Patients the hospital provided care to in FY 2017</td>
</tr>
<tr>
<td>15b. PFAC patient and family advisors in FY2017</td>
</tr>
</tbody>
</table>

15c. What percentage of patients that the hospital provided care to in FY 2017 spoke the following as their primary language?

<table>
<thead>
<tr>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
</tr>
<tr>
<td>Portuguese</td>
</tr>
<tr>
<td>Chinese</td>
</tr>
<tr>
<td>Haitian Creole</td>
</tr>
<tr>
<td>Vietnamese</td>
</tr>
<tr>
<td>Russian</td>
</tr>
<tr>
<td>French</td>
</tr>
<tr>
<td>Mon-Khmer/Cambodian</td>
</tr>
<tr>
<td>Italian</td>
</tr>
<tr>
<td>Arabic</td>
</tr>
<tr>
<td>Albanian</td>
</tr>
<tr>
<td>Cape Verdean</td>
</tr>
</tbody>
</table>

☐ Don’t know

15d. In FY 2017, what percentage of PFAC patient and family advisors spoke the following as their primary language?

<table>
<thead>
<tr>
<th>%</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
</tr>
</tbody>
</table>
16. The PFAC is undertaking the following activities to ensure appropriate representation of our membership in comparison to our patient population or catchment area:

The MEE PFAC also has been very successful in recruiting members who represent the various medical specialties served by the hospital. This includes adults, children, patients with an assortment of vision issues, as well as hearing, and head and neck cancer issues.

Section 4: PFAC Operations

17. Our process for developing and distributing agendas for the PFAC meetings (choose):

☐ Staff develops the agenda and sends it out prior to the meeting
☐ Staff develops the agenda and distributes it at the meeting
☐ PFAC members develop the agenda and send it out prior to the meeting
☐ PFAC members develop the agenda and distribute it at the meeting
☒ PFAC members and staff develop agenda together and send it out prior to the meeting. (Please describe below in #17a)
☐ PFAC members and staff develop agenda together and distribute it at the meeting. (Please describe below in #17a)
☐ Other process (Please describe below in #17b)
☐ N/A – the PFAC does not use agendas

17a. If staff and PFAC members develop the agenda together, please describe the process:
PFAC members and staff suggest topics at meetings and forward items they wish to be on the agenda between meetings.

17b. If other process, please describe:

__________________________________________________________________________

__________________________________________________________________________

18. The PFAC goals and objectives for 2017 were: (check the best choice):

☐ Developed by staff alone
☐ Developed by staff and reviewed by PFAC members
☒ Developed by PFAC members and staff
☐ N/A – we did not have goals for FY 2017 – Skip to #20

19. The PFAC had the following goals and objectives for 2017:
--Provide input to improve Web accessibility for patients with vision and hearing loss
--Advocate for improvement to crosswalk between MEE and parking lot
--Complete MEE PFAC Seal of Approval process
--Promote PFAC representation on hospital committees
--PFAC review of proposed revised Patient Pre-Admission Packet
--Identify and address specific patient needs in the hospital system

__________________________________________________________________________

__________________________________________________________________________

20. Please list any subcommittees that your PFAC has established: 0

__________________________________________________________________________

__________________________________________________________________________

21. How does the PFAC interact with the hospital Board of Directors (check all that apply):

☒ PFAC submits annual report to Board
☐ PFAC submits meeting minutes to Board
☐ Action items or concerns are part of an ongoing “Feedback Loop” to the Board
☐ PFAC member(s) attend(s) Board meetings
☐ Board member(s) attend(s) PFAC meetings
☐ PFAC member(s) are on board-level committee(s)
☐ Other (Please describe: _____________________________________________________________________________________)
☐ N/A – the PFAC does not interact with the Hospital Board of Directors

22. Describe the PFAC’s use of email, listservs, or social media for communication:
PFAC members and staff co-chairs communicate by email and telephone between meetings

☐ N/A – We don’t communicate through these approaches

Section 5: Orientation and Continuing Education

23. Number of new PFAC members this year: 2

24. Orientation content included (check all that apply):

☐ “Buddy program” with experienced members
☒ Check-in or follow-up after the orientation
☐ Concepts of patient- and family-centered care (PFCC)
☒ General hospital orientation
☒ Health care quality and safety
☒ History of the PFAC
☐ Hospital performance information
☐ Immediate “assignments” to participate in PFAC work
☒ Information on how PFAC fits within the organization’s structure
☒ In-person training
☒ Massachusetts law and PFACs
☐ Meeting with hospital staff
☐ Patient engagement in research
☒ PFAC policies, member roles and responsibilities
☐ Skills training on communication, technology, and meeting preparation
☐ Other (Please describe below in #24a)
☐ N/A – the PFAC members do not go through a formal orientation process

24a. If other, describe:

__________________________________________________________________________

25. The PFAC received training on the following topics:

☒ Concepts of patient- and family-centered care (PFCC)
☒ Health care quality and safety measurement
☐ Health literacy
☒ A high-profile quality issue in the news in relation to the hospital (e.g. simultaneous surgeries, treatment of VIP patients, mental/behavioral health patient discharge, etc.)
☒ Hospital performance information
☒ Patient engagement in research
☐ Types of research conducted in the hospital
☐ Other (Please describe below in #25a)
☐ N/A – the PFAC did not receive training

25a. If other, describe:

________________________________________________________________________

________________________________________________________________________
Section 6: FY 2017 PFAC Impact and Accomplishments
The following information only concerns PFAC activities in the fiscal year 2017.

26. The five greatest accomplishments of the PFAC were:

<table>
<thead>
<tr>
<th>Accomplishment</th>
<th>Idea came from (choose one)</th>
<th>PFAC role can be best described as (choose one)</th>
</tr>
</thead>
<tbody>
<tr>
<td>26a. Accomplishment 1: PFAC input on accessibility to the MEEI website</td>
<td>☒ Patient/family advisors of the PFAC</td>
<td>☐ Being informed about topic</td>
</tr>
<tr>
<td></td>
<td>☐ Department, committee, or unit that requested PFAC input</td>
<td>☒ Providing feedback or perspective</td>
</tr>
<tr>
<td></td>
<td></td>
<td>☒ Discussing and influencing decisions/agenda</td>
</tr>
<tr>
<td></td>
<td></td>
<td>☐ Leading/co leading</td>
</tr>
<tr>
<td>26b. Accomplishment 2: Identified and addressed specific patient needs in the hospital system</td>
<td>☒ Patient/family advisors of the PFAC</td>
<td>☐ Being informed about topic</td>
</tr>
<tr>
<td></td>
<td>☒ Department, committee, or unit that requested PFAC input</td>
<td>☒ Providing feedback or perspective</td>
</tr>
<tr>
<td></td>
<td></td>
<td>☒ Discussing and influencing decisions/agenda</td>
</tr>
<tr>
<td></td>
<td></td>
<td>☒ Leading/co leading</td>
</tr>
<tr>
<td>26c. Accomplishment 3: PFAC review of proposed revised Patient Pre-Admission Packet</td>
<td>☐ Patient/family advisors of the PFAC</td>
<td>☒ Being informed about topic</td>
</tr>
<tr>
<td></td>
<td>☒ Department, committee, or unit that requested PFAC input</td>
<td>☒ Providing feedback or perspective</td>
</tr>
<tr>
<td></td>
<td></td>
<td>☒ Discussing and influencing decisions/agenda</td>
</tr>
<tr>
<td></td>
<td></td>
<td>☒ Leading/co leading</td>
</tr>
<tr>
<td>26d. Accomplishment 4: Input to redesign of Audiology and Ophthalmology areas to make more patient oriented and efficient</td>
<td>☒ Patient/family advisors of the PFAC</td>
<td>☐ Being informed about topic</td>
</tr>
<tr>
<td></td>
<td>☒ Department, committee, or unit that requested PFAC input</td>
<td>☒ Providing feedback or perspective</td>
</tr>
<tr>
<td></td>
<td></td>
<td>☒ Discussing and influencing decisions/agenda</td>
</tr>
<tr>
<td></td>
<td></td>
<td>☒ Leading/co leading</td>
</tr>
<tr>
<td>26e. Accomplishment 5: Completion of PFAC Seal of Approval using MEE guidelines</td>
<td>☒ Patient/family advisors of the PFAC</td>
<td>☐ Being informed about topic</td>
</tr>
<tr>
<td></td>
<td>☐ Department, committee, or unit that requested PFAC input</td>
<td>☒ Providing feedback or perspective</td>
</tr>
<tr>
<td></td>
<td></td>
<td>☒ Discussing and influencing decisions/agenda</td>
</tr>
<tr>
<td></td>
<td></td>
<td>☒ Leading/co leading</td>
</tr>
</tbody>
</table>
27. The five greatest challenges the PFAC had in FY 2017:

27a. Challenge 1:

*Improving accessibility for visually impaired/blind on MassEyeandEar.org and on hospital issued documents such as pre-admission surgical packets, etc.*

27b. Challenge 2:

*Accessibility challenges with written instructions for visually and hearing impaired*

27c. Challenge 3:

*Pedestrian safety with regard to crossing streets between the main MEE building and surrounding parking areas.*

27d. Challenge 4:


27e. Challenge 5:

☐ N/A – we did not encounter any challenges in FY 2017
28. The PFAC members serve on the following hospital-wide committees, projects, task forces, work groups, or Board committees:

☐ Behavioral Health/Substance Use
☐ Bereavement
☐ Board of Directors
☐ Care Transitions
☐ Code of Conduct
☐ Community Benefits
☐ Critical Care
☒ Culturally Competent Care
☐ Discharge Delays
☒ Diversity & Inclusion
☐ Drug Shortage
☒ Eliminating Preventable Harm
☐ Emergency Department Patient/Family Experience Improvement
☐ Ethics
☐ Institutional Review Board (IRB)
☐ Lesbian, Gay, Bisexual, and Transgender (LGBT) – Sensitive Care
☐ Patient Care Assessment
☐ Patient Education
☐ Patient and Family Experience Improvement
☐ Pharmacy Discharge Script Program
☐ Quality and Safety
☐ Quality/Performance Improvement
☐ Surgical Home
☐ Other (Please describe: ____________________________________________________________)
☐ N/A – the PFAC members do not serve on these – Skip to #30

29. How do members on these hospital-wide committees or projects report back to the PFAC about their work?

_____ They are invited to report progress at regular PFAC meetings
30. The PFAC provided advice or recommendations to the hospital on the following areas mentioned in the Massachusetts law (check all that apply):

☐ Institutional Review Boards
☐ Patient and provider relationships
☒ Patient education on safety and quality matters
☒ Quality improvement initiatives
☐ N/A – the PFAC did not provide advice or recommendations to the hospital on these areas in FY 2017

31. PFAC members participated in the following activities mentioned in the Massachusetts law (check all that apply):

☒ Advisory boards/groups or panels
☐ Award committees
☐ Co-trainers for clinical and nonclinical staff, in-service programs, and health professional trainees
☐ Search committees and in the hiring of new staff
☐ Selection of reward and recognition programs
☐ Standing hospital committees that address quality
☒ Task forces
☐ N/A – the PFAC members did not participate in any of these activities

32. The hospital shared the following public hospital performance information with the PFAC (check all that apply):

32a. Complaints and serious events
☐ Complaints and investigations reported to Department of Public Health (DPH)
☐ Healthcare-Associated Infections (National Healthcare Safety Network)
☐ Patient complaints to hospital
☐ Serious Reportable Events reported to Department of Public Health (DPH)

32b. Quality of care
☐ High-risk surgeries (such as aortic valve replacement, pancreatic resection)
☐ Joint Commission Accreditation Quality Report (such as asthma care, immunization, stroke care)
☐ Medicare Hospital Compare (such as complications, readmissions, medical imaging)
☐ Maternity care (such as C-sections, high risk deliveries)

32c. Resource use, patient satisfaction, and other
☐ Inpatient care management (such as electronically ordering medicine, specially trained doctors for ICU patients)
☒ Patient experience/satisfaction scores (eg. HCAHPS - Hospital Consumer Assessment of Healthcare Providers and Systems)
☐ Resource use (such as length of stay, readmissions)
☐ Other (Please describe: __________________________________________________________)

☐ N/A – the hospital did not share performance information with the PFAC – Skip to #35

33. Please explain why the hospital shared only the data you checked in Q 32 above:

________________________________________________________________________
________________________________________________________________________

34. Please describe how the PFAC was engaged in discussions around these data in #32 above and any resulting quality improvement initiatives:

Provided input on Quality/Patient Satisfaction scores and initiatives as shared by various Department Leaders who were looking for ways to improve.
________________________________________________________________________

35. The PFAC participated in activities related to the following state or national quality of care initiatives (check all that apply):

35a. National Patient Safety Hospital Goals
☐ Identifying patient safety risks
☐ Identifying patients correctly
☐ Preventing infection
☐ Preventing mistakes in surgery
☐ Using medicines safely
☐ Using alarms safely

35b. Prevention and errors
☐ Care transitions (e.g., discharge planning, passports, care coordination, and follow up between care settings)
☐ Checklists
☐ Electronic Health Records –related errors
☐ Hand-washing initiatives
☐ Human Factors Engineering
☐ Fall prevention
☐ Team training
☐ Safety

35c. Decision-making and advanced planning
☐ End of life planning (e.g., hospice, palliative, advanced directives)
☐ Health care proxies
☐ Improving information for patients and families
☐ Informed decision making/informed consent

35d. Other quality initiatives
☐ Disclosure of harm and apology
☐ Integration of behavioral health care
☐ Rapid response teams
☐ Other (Please describe ____________________________________________)

☐ N/A – the PFAC did not work in quality of care initiatives

36. Were any members of your PFAC engaged in advising on research studies?
☐ Yes
☒ No – Skip to #40 (Section 6)

37. In what ways are members of your PFAC engaged in advising on research studies? Are they:
☐ Educated about the types of research being conducted
☐ Involved in study planning and design
☐ Involved in conducting and implementing studies
☐ Involved in advising on plans to disseminate study findings and to ensure that findings are communicated in understandable, usable ways
☐ Involved in policy decisions about how hospital researchers engage with the PFAC (e.g. they work on a policy that says researchers have to include the PFAC in planning and design for every study)

38. How are members of your PFAC approached about advising on research studies?
☐ Researchers contact the PFAC
☐ Researchers contact individual members, who report back to the PFAC
☐ Other (Please describe below in #38a)
☐ None of our members are involved in research studies

38a. If other, describe:
________________________________________________________
________________________________________________________

39. About how many studies have your PFAC members advised on?
☐ 1 or 2
☐ 3-5
☐ More than 5
☐ None of our members are involved in research studies
Section 7: PFAC Annual Report

We strongly suggest that all PFAC members approve reports prior to submission.

40. The following individuals approved this report prior to submission (list name and indicate whether staff or patient/family advisor):

Community Members: Maria Cefalo, Jamie Dendy, Catherine Duffek, Edward Haynesworth, Jeanette Kutash, Jerry Miller, Michele Mitchell, Christine Peters, Marcy Stiner, Jim Sullivan, Jim Trant, John Smith

Hospital Co-facilitator: Janet Huettig, Susan Corbett

41. Describe the process by which this PFAC report was completed and approved at your institution (choose the best option).

☐ Collaborative process: staff and PFAC members both wrote and/or edited the report
☒ Staff wrote report and PFAC members reviewed it
☐ Staff wrote report
☐ Other (Please describe: ________________________________)

Massachusetts law requires that each hospital’s annual PFAC report be made available to the public upon request. Answer the following questions about the report:

42. We post the report online.
☒ Yes, link: MassEyeandEar.org
☐ No

43. We provide a phone number or e-mail address on our website to use for requesting the report.
☐ Yes, phone number/e-mail address: ________________________________
☒ No

44. Our hospital has a link on its website to a PFAC page.
☒ Yes, link: ________________________________
☐ No, we don’t have such a section on our website

Approved September 8, 2017 by the Steering Committee for Quality

Approved September 20, 2017 by the Board Quality of Care Committee