Since the Saint Anne’s Hospital PFAC inception in 2010, patient/ family members have offered many suggestions and ideas to improve the patient/ family experience. The result was a long, difficult to manage list.

At first, we tracked suggestions in the meeting minutes as “old business.” However, without an assignment of responsibility or expected completion date, the suggestions languished.

Next, we moved to a work plan with assigned responsibility and target completion dates. However, there were many suggestions that could not be accomplished right away or could not be accomplished at all. PFAC members brought up these items again and again, wondering what had been done about them. The work plan format did not solve the problem.

### Background

We created a PFAC Stop Light Report that places topics into one of three categories:

- **Green** light items are things that have been addressed and are complete.
- **Yellow** light items are things in progress.
- **Red** light items are issues or ideas that cannot be done with the reason why.

### Purpose

The purpose of this project was to develop a better plan for tracking patient/ family suggestions and reporting back to PFAC on the status of suggestions.

### Sample Green Light Items

2. Hospital way finding. Done. New campus map completed.

### Sample Yellow Light Items

1. Palliative care nursing competencies. New palliative care nurse practitioner position created.

### Sample Red Light Items

3. Phone app to provide information to patients. Competing IS priorities.

### PFAC Stop Light Report

The Stop Light Report has already brought some clarity to PFAC suggestions. The Report is a living document; ideas will be added as they occur and actions tracked.

### Opportunities for Improvement

- Add date initiated and resolved.
- Begin to look at outcomes (instead of process improvements).

### References

Studer Group®, Pensacola, FL
https://az414866.vo.msecnd.net/cmsroot/studergroup/media/studergroup/pages/what-we-do/institutes/2013/ca_tyyo/stoplightreport.pdf

### Acknowledgements

Carole Billington, MSN, RN, NEA-BC, Vice President for Patient Care Services and Chief Nursing Officer

Kathy Finn, EdD, RN, NEA-BC
PFAC Facilitator
Director, Professional Practice Research & Development
Saint Anne’s Hospital, Fall River, MA 02721
Kathy.Finn@Steward.org

### Contact

Kathy Finn, EdD, RN, NEA-BC
PFAC Facilitator
Director, Professional Practice Research & Development
Saint Anne’s Hospital, Fall River, MA 02721
Kathy.Finn@Steward.org