

**Spaulding Hospital North Shore (SNS)
Patient Family Advisory Council (PFAC)
2010 Annual Report
September 30, 2010**

In compliance with Massachusetts regulations (105 CMR 130, 1800 and 130.1801) related to Patient and Family Advisory Councils (PFAC), Spaulding Hospital North Shore is submitting the 2010 PFAC Annual Report.

In September of 2009, the Senior Leadership Team of Spaulding Hospital North Shore (SNS) began to develop and plan for the establishment of a Patient and Family Advisory Council (PFAC). Department directors, managers, supervisors, staff and members of the medical staff provided their input into the selection process. Telephone interviews were conducted for potential council members to ensure a mix of patients/families with favorable experiences and challenging situations, all of whom could be engaged to work positively to enhance the quality of the patient experience.

Purpose & Goals

The purpose and goals of this PFAC is to establish a vital link between SNS and the community by identifying the needs and priorities of patients and their families. The PFAC will strengthen communication among patients, families, caregivers and staff by offering input to SNS leadership in planning and evaluating services, program and policies.

Council Membership

The PFAC is composed of 19 members:

- 6 former patients:
Honey Amirault, Robert Lambert,
Joy Snell, Marshall Young
Marcia & Burton Wolinski

- 6 family members of present or former patients:
Eileen Annese, Marcia Binder, Mary Lambert,
Pat Mancinelli, Patricia Scanlon, Barbara Young

- 1 community representative:
Barbara Marberblatt

- 6 staff members:
Patricia Crombie, Vice President of Operations/Director of Nursing
Kathy Doyle, Supervisor of Social Services
Molly Gerson, Physical Therapist
Mary O'Quinn, Director Quality & Compliance
Judy Soroko, Coordinator for Volunteer and Patient Ombudsman Services
Jack Skowronski, MD, Medical Staff Representative

Meetings

The PFAC is co-chaired by the Vice President of Operations and the Director Quality & Compliance. The first meeting of the PFAC was held on March 18, 2010 and members were oriented to the mission, values and goals of the organization. It was decided that initially meetings would be held monthly with an understanding that that meetings are required at least quarterly. As of September, 2010 the Council has met six times with three more meetings scheduled for 2010.

Agenda topics for the PFAC meetings have included:

- Organizational structure of inpatient and outpatient services at SNS and how they relate to Partners Healthcare Services and the Spaulding Rehabilitation Network.
- The building of the new Inspiration Garden to allow patients requiring complex medication equipment to go outdoors.
- Discussion of Press Ganey patient satisfaction survey findings.
- Results from the Commission on Accreditation of Rehabilitation Facilities (CARF) survey held in June.
- Suggestions for improving patient/family communications, verbally, procedurally and in written documents.
- Service Excellence Initiatives such as Patient Rounding.

Accomplishments to date include the following:

- New procedures were implemented to improve the patient/family experience when a patient is transferred to another patient care unit/room.
- The Patient/Family Orientation & Education Handbook was redesigned to be less cumbersome and more user-friendly.
- A card was designed with the help of PFAC members to be sent to patients post discharge.
- Staff is aware of the PFAC and are actively pursuing this venue to obtain feedback on a variety of upcoming initiatives.

9/30/2010