



**Patient and Family Advisory Council (PFAC) Report
Annual Report
2019**

**Patient and Family Advisory Council
Established 2010**

**Pediatric (Family & Children) PFAC
Established 2015**

September 30, 2019

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*Nantucket Cottage Hospital is an affiliate of Massachusetts General Hospital
and a member of Partners HealthCare*

General Information:

Nantucket Cottage Hospital is a community hospital located on an island 30 miles south of Cape Cod and the Massachusetts mainland. NCH delivers a broad range of health care services under unique circumstances: serving a year-round population of approximately 17,000 residents, as well as accommodating a seasonal influx which increases the size of the community to nearly 50,000 people during the summer months. Founded in 1911, Nantucket Cottage Hospital remains the sole licensed medical facility on the island. In 2019, Nantucket Cottage Hospital opened the doors of the first new hospital for the island community in more than 60 years. The new 14-bed, 106,000 square foot hospital completely replaced the former facility that was constructed in 1957. The new hospital offers state-of-the-art equipment with expanded outpatient services and increased capacity for inpatient care and surgery. The opening of the new hospital also affords patients a central location for all their health care needs, including primary, emergency, and specialty care, as well as diagnostic testing.

Purpose:

The Adult and Pediatric Patient and Family Advisory Councils (PFACs) at Nantucket Cottage Hospital function for the purpose of obtaining patient and family member perspectives; provides a forum for sharing information among hospital staff, patients and their family members; sharing information about hospital initiatives; and collaboratively developing programs, policy and services to improve the quality and safety of patient care.

The Councils serve as a sounding board for initiatives the institution deems important in order to achieve and maintain balance among the priorities of caregivers, patients and their family members.

Their involvement includes but is not limited to, patient and provider relationships, quality improvement initiatives, patient education on safety and quality matters, and policies that address the handling of confidential patient information to the extent allowed by state and federal law.

PFAC Organization:

The Patient Family Advisory Councils (PFAC) at Nantucket Cottage Hospital have two major focus areas, Adult/General Health and Pediatric Health. The PFACs have a total of 45 members. There are 33 members from the community and 12 members are hospital staff. As required by Massachusetts regulation at least half of the 45 members are patients, former patients or family members.

Council membership is comprised of patients, family members, NCH staff, members of hospital leadership and the Board of Trustees, as well as NCH Advisory Council members. Members from both Councils participate on several of the Hospitals committees including:

- Emergency Preparedness
- Medical Staff
- Board of Trustees
- Advisory Council
- Quality Committee

- Antibiotic Stewardship
- New Build- Transition Planning
- The NCH Experience Team
- Information Technology/Information Systems Steering
- NCH Blue Coats Volunteers
- Maternal Child Health Committee
- Community Health Initiative
- Patient Care Advisory Council
- Environment of Care Committee

The Council continues to review publicly reported quality information (Perception of Care and Quality reports). This effort of collaborating with departments on areas identified for improvement have resulted in increased patient experience scores because of recommendations made by the PFAC. PFAC members were involved in the new televisions in the patient rooms for the new hospital that addressed the patient entertainment, engagement and education thus improving the patient experience

The Council consists of interested individuals throughout the island community and has representation from year-round as well as seasonal members. Members are recruited on an ongoing basis using word of mouth, recommendations from existing members, applications attached to the annual reports on the hospital web site, staff and contact with community based organizations. Emphasis for recruiting new membership have undertaken several measures to assure proportional representation of the PFACs. The focus for new membership was ramped up this summer to rejuvenate the membership of the PFACs. This effort was successful resulting in the on

boarding of several new advisors. This outreach targeted our diverse community members.

To encourage participation the hospital offers conference calls for member convenience, meetings at a time determined by member availability, and payment for attendance at state-wide PFAC conferences. Occasionally, children attend meetings for the Pediatric PFAC meetings to support parent participation.

PFAC is supported by the NCH Clinical Projects Director who serves as PFAC Chair, for the Adult/General PFAC and the Pediatric PFAC. The Adult/General PFAC's co-chair is one of the Vice Chairs of the Hospital Board of Trustees. The co-chairs for the Pedi PFAC are council members. The Hospital's Quality Committee is responsible for the oversight of the PFACs. This is accomplished by monthly reports to the Quality committee, a summary of activities to the Board of Trustees and a report to the PCAC.

The PFACs meet at least six times per year. Sub -committees and ad hoc task forces meet as deemed necessary.

Racial / Ethnic Diversity and Community Representation:

According to the 2017 American Community Survey (ACS), most of the residents on Nantucket are White (83.57%), higher than the statewide figure of 76%. The U.S. Census Bureau identified in the 2011-2015 that the percentage of foreign-born persons are at 16.3%. The median age is 39.8 according to the ACS20132-2017 ACS 5 year estimate.

There were several PFAC Patient and Family Advisors who spoke the following as their primary language: Spanish and Portuguese.

Nantucket Cottage Hospital takes a leadership role in the community, serving as an example to other business and organizations in creating a robust and ongoing medical interpreter program. Several of our members have been trained and serve as interpreters in a per diem capacity for the hospital. They also volunteer their time to other organizations when interpreters are needed. The fact that these members serve on the council brings diversity to the forefront of all council projects to ensure that forms, flyers etc. are translated to be inclusive of our non-English speaking community members. PFAC agendas are developed by staff or staff with input from members, distributed by email and at the meetings. Input into agenda items is solicited either during the meetings or via email prior to the next meeting. The agenda for future meetings is set at the preceding meeting.

Orientation and Continuing Education:

Orientation for PFAC members has been developed specifically for PFAC members. The training is done in person and includes a review of Massachusetts law relating to PFACs and PFAC policies, member roles and responsibilities, as well as:

- Concepts of patient and family centered care;
- General hospital orientation;
- History of the PFAC and how it fits within the organization's structure to include information about the Hospital Board of Trustees and the Advisory Council;

- The role and expectation of members;
- Safety concerns related to patient, family and facility issues;
- Review of: PFAC policy, a Conflict of Interest disclosure: confidentiality policies, corporate compliance information; handling of complaints; Hospital Mission, vision and values; The Patients' Bill of Rights; harassment prevention policies; Notice of privacy Practice; (which addresses patients' privacy rights and our confidentiality commitment) safety, emergency preparedness including fire drills.

The FY 2019 Goals developed by staff and PFAC members include:

- Review Perception of Care data and collaborate and recommend strategies with staff to have a positive impact on that perception;
- Participate in Strategic planning activities;
- Participation in projects that impact the hospital campus that brings the voices of patients and families into the future facility;
- Collaborate with the Foundation to support the Adult Health Fair that includes collaboration with the Council on Aging's Elder Expo community health fair for the adult/geriatric population;
- Coordinate with the Foundation to stage the "Be Well" Health Fair targeting the pediatric population;
- Increase membership that is inclusive of the diverse community that represents Nantucket;
- Conduct community outreach that identifies needs (for example, the Sailing Stork Fund) and any others identified as the year progresses;
- Educate PFAC members on what services our organization provides;

- Updating the hospital website;
- Educate our PFACs on what other organizations can provide;
- Identify and make available PFAC training to staff and PFAC members;
- Participate in the Community Health Initiative
- Promote the Teal Pumpkin Project (FARE) to educate the community on making the Halloween holiday a safe event for all members of the community.
- Conduct a community/ school lecture on “Transitions” by renowned speaker, collaborating with Nantucket Public Schools and other organizations.
- Work collaboratively with NCH in educating staff on Patient and Family Centered Care.
- Promote Car Seat Safety Day for the Community
- Promote education to the community on the Patient Portal

FY 2019 PFAC Impact and Accomplishments

Adult PFAC:

- Annual Health Fair 2018/2019 discussion is already underway. The timing and its location needed to be moved to later in the season to accommodate using space in the new hospital. The idea of collaborating with other organizations was vetted and approved by both the Council on Aging and the PFAC. The result is the combination of the Elder EXPO and the adult health Fair to be planned for October of 2019 in the new hospital.

- PFAC member participation in hospital committees: The Co-Chair of the Adult PFAC committee joined the “antibiotic stewardship” team bringing vast knowledge of the pharmaceutical world and the ability to relay the information communicated to the community by gathering input from the other members of PFAC.
- PFAC member participated in welcoming new staff to NCH by spearheading a welcoming approach and collaborating with HR to determine how PFAC can facilitate an organizational approach to welcome new staff. (Gift bags, buddy system, etc.)
- The PFACs have been actively involved in all aspects of the new hospital planning. This has been the main focus of activities during the 2018/2019 year. This has included but is not limited to space planning, furniture procurement, equipment procurement, process flow mapping and transition planning as the organization plans the move into the new building.

Pedi PFAC:

- The Teal Pumpkin Project is about raising awareness of food allergies and promoting inclusion of all trick-or-treaters throughout the Halloween season. Placing a Teal pumpkin on your doorstep means you have non-food treats available, such as glow sticks or small toys. This simple act promotes inclusion for trick-or-treaters with food allergies or other conditions. The project has been promoted through the distribution of flyers and The Chamber of Commerce and collaboration

with other stores on the island to include but not limited to the Stop & Shop, Island Variety, the pharmacies, fundraisers at Cisco Brewers and Health Fairs. Additionally, 99 teal pumpkins will be available for people and downtown businesses to pick up from the NCH Foundation in preparation for Halloween. The Teal Pumpkin could be placed on the doorstep of households or businesses.

<https://www.foodallergy.org/education-awareness/teal-pumpkin-project>

- Sailing Stork Fund is a travel fund that "helps bring Nantucket's newest back to the nest". This fund helps defray some of the financial and emotional stress a family may incur should they need to go off island for medical care. Pop up craft shows, and online sales continue under the Sailing Stork team. A PFAC member had sponsored the Stork bronze anchor ornament to be used as a fundraiser. These ornaments are available by contacting the Foundation Office at Nantucket Cottage Hospital. The team continues to make progress on planning some fall events activities planned include a hosting another Sailing Stork Soiree as well as another small event that will introduce the Stork to people who aren't familiar the Fund and its purpose. The creation of a Board Committee with collaboration with The Foundation and the Social Serves Department to is in process. It has supported several families thus far and is administered through the Social Service department at NCH.
- The Be Well Health Fair took place Sunday March 24, 2019 from 1:00pm- 4:30PM at the new Nantucket Cottage Hospital. This was the

first major event in the new hospital. PFAC members collaborated with the Foundation to make this fair a reality. The Fair was made possible in part by a grant from the Community Foundation's Nantucket Fund and Nantucket Cottage Hospital. Each year this event has gained in popularity and has attracted approximately 235 participants in addition to approximately 45 vendors. It has proven to be a wonderful opportunity for the many organizations to be in the same space and connect for a common cause. The list of vendors has included but is not limited to: Autism Speaks; Christine Smith, Social Worker; Pathways; ASAP; NAMI; Gosnold; Infection Control; Community Sailing; Nantucket Community Pool; Nantucket Community School – camp; Nantucket Community School – kids; CHIP; Sustainable Nantucket; Family Planning; Nantucket New School; Sailing Stork; NCH Patient Gateway; S.T.A.R.; Sail to Prevail; Fairwinds Center; Nantucket Therapy Center; Early Intervention; NCH Emergency; Nantucket Atheneum; Nantucket Fire Department; NCH Insurance and Social Services; Kathleen Minihan Nutrition; Island Acupuncture; Sunny Daily Doula; NCH Sports Medicine; NCH Labor and Delivery; Briarpatch Pediatrics; Nantucket Community School; Adam's camp; ACK Eye; Nan Puppets; The Nantucket Book Mobile; Floyd Kellogg; Chiropractic; Pediatric dental; Materials/Swag. Screenings were provided by Dr. Jessica Gage for eye health (26 exams) and Briarpatch Pediatrics for hearing screening (34 exams). Any vendor interested in promoting health and wellness in the pediatric population is welcome.

- Antibiotic Stewardship: The Adult and Pedi PFAC committees were presented with the community version of the presentation for Antibiotic

Stewardship. The presentation was very informative. The advisors gave constructive feedback on how to make the presentation more community centered (e.g. pictures of a Petri dish). They also discussed how to communicate this information to care providers in the community that are not NCH staff (e.g. Optometrists, Pediatricians, Dentists etc.). This collaborative presentation was well received by advisors and the presenter felt that she gained a broader insight into the community and end users. This was a great community outreach for this effort.

Challenges

- Challenge 1: Our PFAC continues to be challenged in recruiting diverse members from our community and having those members fully participate in PFAC activities. Diversity is not simply about race and ethnicity. The PFAC is also diverse from an age and experience perspective. There is a blend of young working members as well as retired members. This makes it challenging for those who work all day, try to maintain a family/home balance and then volunteer.
- Challenge 2: During FY2017- mid-FY2019 our usual meeting space became unavailable due to the construction of the new hospital, requiring us to find alternative locations that could accommodate the meeting, conference call ins and conveniently located with parking. This proved difficult and disruptive to the group. To be off site without the ability to have conference calls made it very difficult for members to participate.

The annual report will be posted on the hospital web site [at this link](#)



Patient and Family Advisors Council (PFAC)

APPLICATION FORM

(Please print)

Name: _____
(Last) (First) (MI)

Address: _____
(On-island) (Street) (City) (State) (Zip)

Address: _____
(Off-island) (Street) (City) (State) (Zip)

Preferred Method of Communication: *(check preferred)* Phone Text Email

Phone: _____ **Email Address:** _____

Language(s) you speak: _____

My care or my family's care provided at Nantucket Cottage Hospital includes:

(check all that apply)

- Inpatient Hospitalization (an example is overnight stay for any reason)
- Physician Practices (examples include walk in care or scheduled appointments)
- Outpatient Services (examples include physical therapy (rehab), infusion, chemotherapy, same day surgeries, dialysis)
- Emergency Department Care
- Other Programs, Departments or Services (Lab, Palliative Care, Imaging)
- New Hospital?
- Old Hospital?

Why would you like to serve as a Patient and Family advisor?



I would be interested in helping with:

(check all that apply)

- Reviewing Patient and Family Perception of Care Tools
- Developing/Reviewing/Family Educational Materials
- Evaluating the Perception of Care for the Outpatient Care Experience
- Evaluating the Perception of Care for the Inpatient Care Experience
- Evaluating Patient Safety and the Prevention of Medical Errors
- Educating New Employees and other Staff about the Experience of Care and Effective Communication and Support
- Participating in Facility Design Planning
- Improving the Coordination of Care and the Transition to Home and Community Care
- Patient/Family Advococation

Additional areas of interest to you:

May we share your contact information with other hospital committee members as appropriate? Yes No

Please briefly describe your role with other community programs and/or organizations:

Will you commit to attending at least 4-6 meetings/year? Yes No

Please specify times when you can attend meetings:

Daytime: _____ Evening: _____

Please return this form to:

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