## Patient Family Advisory Council (Lahey Clinic Patient/Family Advisory Committee)

# Annual Report Committee Activity November 2011 through September 30, 2012

# **Summary:**

Lahey Clinic Patient/Family Advisory Council continues to grow and be very active and productive. The meeting schedule continues on a six times per year schedule. Meetings are held to accommodate members' schedules. Committee membership includes patients, family members and Lahey staff members. The agenda items and activities for committee review are determined by the Committee members in conjunction with Lahey staff members, to ensure that topics are meaningful to patients and are within the context of Lahey Clinic strategic initiatives and program development agenda. The Patient Advisory chairperson, in conjunction with the Lahey staff, coordinated the agenda and activities of the committee. New members have joined the committee and we thanked others for their service during their terms. Members of the Committee continue to accept roles as members of standing Hospital committees working on focused project groups.

 Hospital Council Policies and Procedures (MA 130.1800 and 130.1801 required policies and procedures)

## Purpose and goals

The purpose of the Patient and Family Advisory Council is to advise Lahey Clinic on matters pertaining to the relationship between patients, patients' families, and colleague staff at Lahey Clinic. The Council will work together to promote review, revise and advise on operational processes and programs that address the needs of patients and families and facilitate the provision of services within the context of Lahey Clinic and the greater healthcare environment. Patients and family members will have a principle role in determining projects to undertake.

- Goals of the Patient and Family Advisory Council include:
  - To promote the principles of patient-provider partnership and patient/family centered care at Lahey Clinic
  - To provide and communicate the unique perspective of the patient and family to the clinical and administrative leaders at Lahey Clinic
  - To provide advice, consultation, evaluation and recommendations regarding programs, educational efforts, selected research activities and operational initiatives that affect patients and families at Lahey Clinic

# Duties of the Patient Advisory Committee

- Council Participation
  - The Patient and Family Advisory Council is currently composed of approximately 15-20 patients, patients' family members, and approximately 5-8 colleagues of Lahey Clinic.
  - The Patient and Family Advisory Council provided its annual report to the Quality and Safety Committee on July 12, 2012.
  - o a coordinating staff member..
  - o The Council will meet at least quarterly and up to 6 times per year.

## **Membership Selection and Recruitment**

- Selection: Potential new members will be sought by variety of means"
  - Recommendation by a Lahey colleague or member of the Patient and Family Advisory Council. Patients or family members may also refer themselves for consideration.
  - Currently, application forms are not in use but will be considered going forward
- Eligibility: Patients or family member of Lahey Clinic who are able and willing to participate objectively, make decisions by consensus and support the values

- and initiatives of Lahey Clinic. Attention will be given to support diversity of the membership. This Council will not serve as a forum to hear or resolve individual issues or complaints of patients or family members.
- Recruitment: Recommendations may come from members of the Council,
   Lahey physicians and other colleagues, and patients and family members may come forth to indicate their interest in serving as a member
- o Composition of the Committee:
  - The Committee members comprise a selection of patients and family members who receive care at Lahey for greater than 1 year. Diversity among Committee members is desirable and sought to comprehensively reflect the diversity of the population served by Lahey Clinic.
  - Participate in hospital committee meetings and work groups
- Member Role responsibility
  - Attend meetings
  - Assist with development of agenda items
  - Participate in hospital committee meetings and work groups

## Highlights of Meetings and Topics from 2011 – 2012 meetings to date:

During the past year, patients and families from the Committee have been active on existing and new Hospital committees, work groups and strategic initiatives

- Patient Identification Committee:
  - Patient Identification (ID) issues: PAC member of the Hospital Patient ID committee and committee members continue to discuss and plan further action to include patients and families in the patient ID process.
    - Patient instruction poster regarding identifiers, ID process in each outpatient exam room
    - Trials explored for new ID bands
    - Explored better options for pt identifiers, including biometrics, RFID, vein readers
    - Patient member actively involved in Pt ID activities of other local hospitals
    - Red Rules for pt ID under review by committee
    - PT ID video now available for patient and family review on website
  - Patient Billing issues and Obstacles to "Patient Friendly Billing Committee":
    - On-going discussion regarding specific billing and patient account issues that affect patient experience
    - Ongoing discussions with patient account department senior administrators regarding problem areas and opportunities for simplification of patient billing
  - Appointments on Demand: Ongoing Hospital process improvement workgroup with patient representation to review and redesign:
    - New appointment process
    - Hospital follow-up appointments
    - "Sick' visits, other appointment types
  - Environmental design and construction topics and on-going work groups
    - Signage and way-finding projects
    - Environmental improvement projects
      - Accessibility and comfort improvements for outpatient areas
    - Hospitality and patient comfort in waiting areas
    - New construction and environmental improvement projects
  - Accessibility and ADA Oversight Committee

Goals

- Hospital Committee to review, update and re-design as appropriate, environmental, patient and visitor space to ensure accessibility for all patients, including those with disabilities
- Review, update, redesign existing, and develop programmatic enhancements for the care of patients with disabilities

### Activities

- General and focused reviews completed of plant and environmental aspects of accessibility
- Made structural changes in entryways to increase safety and convenience for disabled patients' access
- Upgrade and architectural changes completed and in process for public restrooms
- Adapted outside walkway to ensure dry, safe transition from garage to main hospital
- Added size and number to handicap parking spots

#### Transitions of Care Committee

This Hospital committee is charged with identifying and improving care at the transition points. This committee has focused on review and improvements of:

- Patient-friendly and usability of the discharge documents, including patient instructions, medication sheet, patient teaching and information material
- Hospital follow-up appointments
- Discharge Summary redesign
- Improving communication between inpatient caregivers and primary care physicians at the point of discharge regarding the patients' acute inpt episodes and outpatient plan of care
- Redesigning and strengthening care planning process for patients and families with very complex and high acuity health problems

#### Patient Experience

- Reducing Readmissions and educational initiatives for patients and families
- Hospitalist care
- Communication with primary care physicians while in hospital
  - Patient and family
  - o Attending MD to PCP communication
  - Coordination of Care for patients
  - How to educate patients how to optimize patients' understanding of and partnership with Hospital Medicine providers
- Social Media
  - Use of the website
  - Re-design from the patient point of view
  - Branding opportunities
- Patient Portal and electronic
  - Updates and on-going discussion regarding patient portal and development of electronic capabilities
- Peri-Operative Process Redesign
  - Ongoing project to streamline and redesign perioperative process for patients and families
- Quality and Safety topics
  - Understanding quality metrics in health care and why publically reported measures may vary among sites and sources
  - "Quality Corner": regular focused discussions related to identified quality metrics and the importance and impact for hospitals

- Initiatives for 2012-2013:
  - Continuation of on-going work from 2011-2012
    - Engaging patient and family in care and transitions
    - Patient education initiatives to improve care and decrease avoidable readmissions
  - Redesigning care: targeted care areas
    Ensuring diversity of patient membership on hospital committees and initiatives