



LOWELL GENERAL HOSPITAL
PATIENT AND FAMILY
ADVISORY COUNCIL

ANNUAL REPORT

FOR THE PERIOD SEPTEMBER 30, 2010
THROUGH SEPTEMBER 30, 2011

SUMMARY

This year, from September 2010 through September 2011 was an important one, in terms of the establishment and operation of the Lowell General Patient Family Advisory Council (PFAC) and the activities of Lowell General Hospital. The LGH PFAC members, in their first year, gave valuable insights and contributed to the development of patient care initiatives as LGH experienced growing volumes and began the Legacy Project, constructing a new building and transforming the Hospital.

This annual report of the PFAC work includes the tangible measures of success prepared and included in the Patient Family Advisory Council (PFAC) Report to the Patient Care Assessment Committee. The PFAC Report is distributed via web, to LGH staff and the community. The PFAC Annual Report will be filed with DPH as required.

Current members of the LGH PFAC include current or former patients or family members of patients, and three LGH staff members. They are:

Mary Boyden
Sally DeAngelis, LGH Service Culture Manager and PFAC Coordinator
Erin Donovan, LGH Director of Regulatory Compliance
Ina Francis
Amy Hoey, RN, LGH CNO, PFAC Current Chair
Susan Lenzi
Robert Logan
Jennifer Lynch
Dan Mansur
Paul Murray, Sr.
Madeline Stone
Celeste Tremblay, RN
George Tsapatsaris

As Lowell General builds the new Lowell General, and moves beyond, the PFAC's partnership and growth are an integral key to our success in meeting our Mission, *Patients First in Everything We Do*, and our Vision: To be One of the Best Community Hospitals in America.

LOWELL GENERAL HOSPITAL MAIN ACTIVITIES SEPTEMBER 2010 THROUGH SEPTEMBER 2011

During this reporting period, Lowell General Hospital is in the midst of an historic expansion project, expected to complete in late 2012. The new \$95 million building on the main LGH campus will include a six-story patient tower, adding more than 175,000 square feet of new space and feature increased surgical services suites, a new trauma center and emergency department, a new outpatient services area, greatly improved access for patients and visitors, and three floors of private patient rooms.

In October 2010, Lowell General Hospital achieved Magnet® designation for excellence in nursing by the American Nurses Credentialing Center's (ANCC) Magnet Recognition Program®.

In May 2011, Lowell General Hospital began construction on a new building at the LGH Chelmsford campus. The addition of 14 Research Place to the hospital's suburban campus will bring a state-of-the-art 30,000 square foot Medical Office Building and a 347 car parking deck to accommodate medical and physician practice space. The building, to be placed between two existing facilities in use by the hospital at 10 and 20 Research Place, has tenants preparing to take occupancy in spring of 2012 when the facility is complete, including Merrimack Valley Cardiology and Orthopedic Surgical Associates of Lowell, two practices who currently use the diagnostic and surgical services at the current Lowell General Chelmsford campus.

Lowell General Hospital is an independent, not-for-profit, community hospital serving the Greater Lowell area and surrounding communities. The hospital encompasses ten buildings, the latest state-of-the-art technology and a full range of medical and surgical services for patients, from newborns to seniors, including: the Regional Center for Maternal and Pediatric Care in partnership with Floating Hospital for Children at Tufts Medical Center, the Cancer Center, and the Heart and Vascular Center. The main hospital campus offers 217 licensed beds, including 28 bassinets and a Level IIB Special Care Nursery. The hospital's satellite campus, Lowell General Chelmsford, offers a variety of outpatient services, including the Surgery Center, the Imaging Center, the Patient Service Center, the Center for Weight Management and Bariatric Surgery and Floating Hospital for Children's Pediatric Specialty Center.

Lowell General Hospital's family of services includes two health organizations which serve the community's health care needs in capacities outside of the hospital, the Visiting Nurse Association of Greater Lowell, which provides comprehensive home health care services and the Lowell Community Health Center, which meets the diverse medical, cultural and multi-lingual needs of the city's population. Lowell General Hospital is a member of the Voluntary Hospitals of America. Hospital programs are accredited by the Joint Commission of Hospitals, the Commonwealth of Massachusetts Department of Public Health, the American College of Surgeons, and the College of American Pathology.

Further information about LGH may be found on the website at www.lowellgeneral.org.

LGH PFAC ACTIVITIES SEPTEMBER 2010 THROUGH 2011

The first meeting of the Lowell General Hospital Patient and Family Advisory Council was held on September 22, 2010 with 10 patient and family members and three LGH staff members in attendance. More details on that meeting are included in the LGH PFAC Annual Report submitted for the period of September 2009 through September 2010.

The LGH PFAC met five times in the reporting period. Our initial schedule was set for quarterly meetings (September 2010, December 2010, March 2011 and June 2011); however based on the Council's response, an additional meeting was held in August 2011.

- ❖ The PFAC Policies and Procedures were accepted by the PFAC at the December 2010 meeting. The full document is available upon request.
- ❖ The LGH patient satisfaction survey process and recent scores were presented and discussed. Included was information on the national HCAHPS survey. PFAC members recommended changes to the cover letter to help increase response rate and further inform patients and family members about the survey. The PFAC Coordinator is working on making these changes. This will be a continuing topic of discussion for the PFAC.
- ❖ PFAC members were invited to attend the Legacy Project Furniture Fair, held on February 14th, 2011, an "Open House" for LGH staff and invited LGH community members to view options for patient room furniture, including guest couches for Labor and Delivery; visitor/guest chairs; bedside

tables and similar items. One PFAC member attended the event and provided feedback. PFAC members will be invited to view mock environments as the Legacy Project continues.

- ❖ The logo for the LGH PFAC, as depicted on this report, was decided upon at the March 2011 meeting. PFAC members chose from several options.
- ❖ The LGH Visitor Policy was redrafted during the year. The new policy, emphasizing more open visiting hours and with unit-specific information, was reviewed by the PFAC. The PFAC feedback was positive and questions regarding security were answered. The PFAC's input was provided to the Nurse Practice Council and the Ethics Committee. The PFAC will also be asked to review communication to patients and families regarding the policy as it is developed.
- ❖ The Rapid Response process brochure developed for inclusion in the admissions packet was reviewed by the PFAC. Their input was provided to the LGH Rapid Response Team to inform the next steps in the process.
- ❖ The PFAC was updated on upcoming changes to the LGH electronic medical record in April. Signage being considered for the patients and families was circulated for the Council's review. The group suggested that the message reference the security of the system and patient confidentiality. These suggestions were incorporated.
- ❖ PFAC members viewed the LGH Skylight Interactive television system and were invited to use it. The response was positive; members also suggested the addition of images depicting a more diverse demographic, continued support to patients for whom the system may pose challenges, as well as adding options for patients to provide favorable feedback. These suggestions were provided to the Skylight Coordinator for further development.
- ❖ PFAC members reviewed the proposed new patient whiteboards. The whiteboards include space for daily plans; questions; family contact information; caregiver information and a pain assessment. PFAC members offered feedback related to font size, readability and graphics. This input was provided to the original design team.
- ❖ The Legacy Transformation Process and Organization chart was presented to the LGH PFAC. The PFAC is represented as a key group on the chart, in their role providing input to the continuing process.

LGH PATIENT FAMILY ADVISORY COUNCIL CURRENT MEMBERSHIP, STRUCTURE, AND RECRUITMENT EFFORTS

At the writing of this report, the LGH PFAC totals 13 members.

- ❖ 10 are patient and family members who represent LGH key service lines and vary in age from 32 to 80, with pediatric patients represented by parents. All are current or former patients or family members of patients. One of the members is also a representative from the LGH Patient Care Assessment Committee (PCAC).
- ❖ Three members are LGH staff: the Vice President of Patient Care Services, the Service Culture Manager and the Director of Quality and Risk Management.

In October 2010, one member of the PFAC resigned, due to scheduling conflicts. Resignation was received in writing as required by the LGH PFAC Policies and Procedures.

STRUCTURE

The Vice President of Patient Care Services serves as current Chair of the PFAC. In the upcoming year, the PFAC will discuss a Co-Chair role, with a patient or family member serving as co-chair of the PFAC.

MINUTES

Written minutes of meetings are maintained. Written and/or oral reports of activities undertaken, findings, and recommendation(s) are transmitted to the LGH Patient Care Assessment Committee. Minutes will be maintained for a minimum of five years by the PFAC Coordinator.

BUDGET

The budget for the PFAC falls under the Service Culture Department (9025) and consist of expenses related to food, printing, postage, interpreters, and other related expenses. The current budget is \$1,500.

RECRUITMENT

The LGH PFAC is actively seeking new members to more accurately represent the many cultures, races and communities of the LGH service area. During the reporting period, the PFAC Coordinator communicated with the Greater Lowell Community Health Alliance which includes representatives from several area organizations. The PFAC Coordinator received several phone calls and emails expressing interest in joining.

The Coordinator followed up on these inquiries. At this time, there are no recommendations for additional members. Efforts will continue in 2011-2012 to include the PFAC Coordinator meeting a wide spectrum of community leaders and members, as well as participating in community events whenever possible.

LGH PATIENT FAMILY ADVISORY COUNCIL AND LGH PATIENT CARE ASSESSMENT COMMITTEE (PCAC)

As detailed in the PFAC Policies and Procedures, the PFAC Coordinator attended the LGH Patient Care Assessment Committee (PCAC) to update this group on the activities of the PFAC. Three members of the PCAC, including the Chair, expressed interest in attending PFAC meetings and are now included on the distribution list, receiving agendas, minutes and other communications. The PCAC Chair attended the March 2011 PFAC meeting, and PCAC members attended the August 2011 PFAC meeting.

LGH PATIENT FAMILY ADVISORY COUNCIL PROPOSED SCHEDULE OF MEETINGS AND TOPICS THROUGH DECEMBER 2012

The PFAC schedule is set for six meetings from September 2011 through September 2012.

- Wednesday, September 14th
- Wednesday, October 19th
- Wednesday, December 14^t
- Wednesday, February 8th
- Wednesday, April 11th
- Wednesday, June 13th
- Wednesday, August 8th
- Wednesday, October 10th
- Wednesday, December 5th

PFAC Proposed Topics/Issues for September 2011 through September 2012. Other topics will be considered throughout the year as time and scheduling permits.

- Review of Admission Packet and Process, including patient assessment process
- Adult Hospitalist Program
- Patient Satisfaction Reports/Initiatives
- Emergency Department Initiatives and new Emergency Department
- Legacy Transformation Project including visit to mock-up environment of proposed patient rooms and tour of Legacy Building when available

- Security
- Support Services for Patients and Families/Caregivers
- Membership Tenure and Recruitment
- PFAC Co-Chairs