



Saints Medical Center

Patient and Family Advisory Council
Annual Report

September 30, 2011 – September 30, 2012

Patient Family Advisory Council September 30, 2011 – September 30, 2012 Overview of Goals; Meetings and Members

The PFAC continued to meet on a regular basis, according to our procedures and directives, throughout the year. The PFAC had set several goals for FY 2012 including:

- Implementing a new patient education program at local senior centers;
- Designing and distributing wallet cards or home magnets for recording patient medication records;
- Involving the PFAC in evaluating and potentially implementing a Care Partners program;
- Reviewing and updating the before/after surgery brochures presently being distributed; and
- To evaluate potential programs that will positively impact the patient experience;
- Developing a medication safety patient education program;
- Participation in the Tewksbury Health Fair.

The Saints PFAC convened its official meetings on the following dates:

- November 14, 2011
- January 23, 2012
- March 5, 2012- Special meeting of Medication Safety Project Team
- April 23, 2012

The minutes of these meetings are on file with Sharon Galvin, RN, Clinical Patient Satisfaction Coordinator at the Saints Campus at sgalvin@saintsmed.org.

This year was an exciting one as the affiliation process with Lowell General Hospital progressed. The affiliation was a standing agenda item at all PFAC meetings to keep PFAC members up to date. Lowell General Hospital and Saints Medical Center finalized their merger agreement and the two hospitals formally combined as Lowell General Hospital effective July 1, 2012. Post merger, on August 9, 2012, PFAC members were invited to the new Lowell General Hospital Dahod Building opening on the Main Campus. Several members attended and toured the new building with Helen Thibodeau, and met many Main Campus staff.

Members of the Saints Patient Family Advisory Council

- Rasy R. An
- Heather M. Barry, Clinical Pharmacist
- Joseph Blanco
- Bernadette Blake
- Leslie Burke
- Judy Casagrande, COO
- Kevin Coughlin, VP, Government & Community Strategies
- Cathy Curtis, Director, CWI
- Carol Daly
- Sharon Galvin, Patient Experience Coordinator
- Richard Hebert
- Greg Hunt, Marketing/Consultant

- Pamela Huntley, Business Development, Occupational Health Coordinator
- Fred Simon
- Janice Stecchi
- Helene Thibodeau, VP Quality & Patient Safety, Chief Nursing Officer (Interim)
- Kathy Walsh

Accomplishments

Summary:

- Medication Safety was identified as a PFAC priority and a Medication Safety Project Team was formed in November 2011. A consistent theme of PFAC discussions, Medication Safety impacts the well-being and outcomes for patients, especially the elderly with complex medication regimens.
 - The Medication Safety Project Team included: Helene Thibodeau, Kathy Walsh, Heather Barry, Carol Daly, Cathy Curtis, and Joseph Blanco.
 - Members worked on a program with input from pharmacy staff and nurse educators. Potential strategies were discussed with the target audience being local senior centers. Heather Barry and Carol Daly coordinated the program development. Helene Thibodeau and Kathy Walsh contacted senior centers for potential program dates mid-February-March.
 - In January 2012, The Medication Safety Project team reviewed the plan to roll out education to local senior centers. Dr. Jeffrey Gorvine, Internal Medicine, agreed to participate and contacts were made for dates/times for presentations in late March.
 - The Medication Safety Project Team met early in March to review the presentation, handouts and process for the presentations.
 - Dr. Jeffrey Gorvine and Heather Barry, Clinical Pharmacist, presented the material on safe medication practices on March 21st to approximately 20 seniors at the Tewksbury Senior Center and on March 28th to approximately 75 seniors at the Lowell Senior Center. PFAC members were in attendance at both dates as well.
 - The presentations focused on safe medication practices including the importance of having an all-inclusive home medication list. Information on proper disposal of medication, compliance, and following directions was also provided.
 - After the presentations, additional Saints Medical Center staff assisted the seniors in filling out their own home medication lists and were available to answer questions.
 - The presentations were well received by the participants.
- PFAC members were provided with presentations on Quality and Safety, and on Press Ganey and HCAHPS patient satisfaction surveys. The focus of data presented was on our overall rating, adequacy of discharge information and communication about medications.
 - The progress of the patient satisfaction/experience initiatives, including an overview of training provided to staff on communication through the AIDET process (Acknowledge, Introduce, Duration, Education and Thank you) was provided to PFAC members throughout the year.
- Care Partners Program. A Care Partners program is a formal program involving families and or friends in the care of their loved one. The Care Partner is someone chosen by the patient to be involved in his or her healthcare experience. A Care Partner can be participate in the any or all of the following; act as a family spokesperson, learn skills to provide home care,

act as a patient advocate, offer a warm blanket or other patient comfort measures, provide emotional or spiritual support. An overview of two different Care Partners Programs at other facilities was shared with the Council and Council members supported the development of a similar program at Saints Medical Center. Members were given information to take home and review. Due to the integration with Lowell General in July, this project was placed on hold as service locations and programs are reviewed.

- Tewksbury Health Fair. Kathy Walsh, PFAC team member requested the presence of SMC to assist at the Tewksbury health fair to take B/P and provide health information.
 - Health fair team included Kathy Walsh, Pam Huntley, Dr. Ada, and Amy Davis, Chandra Duong- office staff.
 - The health fair took place on May 2, 2012 with approximately 150 people in attendance.
 - Attendees were mostly female over the age of 50, with the majority between 66-75 years of age.
 - B/P screenings were offered.
 - Saints service line brochures were displayed; sleep disorders, women's health, primary care physician listings, orthopedics, and more. A variety of health education material was also made available.
 - Dr. Ada and staff were available to answer questions.
- Cultural Awareness and Education.
 - Language and cultural barriers that cause healthcare disparities were discussed during the year. Rasy An acknowledged Kevin Coughlin for facilitating an SMC leadership program addressing such disparities.
 - To raise awareness and build relationships, Rasy An invited the PFAC membership to hold their April meeting at a local Asian restaurant to celebrate the Cambodian New Year. Traditional foods were served and all present had an enjoyable evening.

Looking Ahead

With the Hospital merger complete as of July 1st, the PFACs from both hospitals will integrate during the coming year. This process will start in December 2012 with our first integrated official meeting and is expected to continue for several meetings as process, structure, membership, bylaws and goals are reviewed and updated. We look forward to this integration so that like the Hospital merger, our dedicated PFAC members can come together to positively impact healthcare in the community.