



Annual Report 2012

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Berkshire Medical Center

Patient and Family Advisory Council

Berkshire Medical Center has been meeting with Patients and Family members for many years. The new regulations through the Department of Health afforded us the opportunity to formalize this process and will incorporate the patient and family perspectives throughout the work of the hospital. This report reflects the work to standardize our Patient and Family and Advisory Council through 2012.

Purpose of Patient and Family Advisory Council

To provide a forum that enables patients and families to have direct input and influence on policies, programs, and practices at Berkshire Medical Center.

Goals

1. To ensure that care at Berkshire Medical Center is patient and family centered.
2. To improve patient safety
3. To improve collaboration between caregivers, patients and families such that their concerns regarding quality of care are addressed promptly and effectively.
4. To be active consultants to improve patient and family satisfaction.
5. To provide input from a patient's perspective towards the hospital's priorities and planning.
6. An annual report will be developed and presented to Senior Leadership of the goals and accomplishments of the PFAC.

Membership

13 current or past patients or family members
VP of Support Services
VP of Quality Assurance
VP of Acute Care
Director of Patient Safety
Patient Relations Manager
Service Excellence Supervisor
Physician Liaison
Other staff as appropriate

Recruiting

Potential members shall fill out an application and complete an interview with a staff member and current PFAC member. (See Appendix 1 Application)

Characteristics of Council members should include:

- Confidence and the ability to express opinions and own point of view
- Considerate of other people's backgrounds and experiences
- A good communicator
- Work in coordination with the mission, vision, and values of Berkshire Medical Center

Currently, there are recruitment flyers throughout the hospital waiting areas informing patients and families of the PFAC opportunity. Most members have been recruited through rounding by leaders and word of mouth of other Council members.

Makeup of Council

The Council has thirteen current members. Our goal is to have at least 10-12 members who are patients or family members.

Current members include:

Ralph Lichtenstein, Chairperson
Marie Barzousky
Ann Borsello
Melissa Butler
Rosemary Chapman
Dolores Eckert
Susan Frisch-Lehrer
Henry Holt
Victoria Holt
Mary Lou Robinson
Phyllis Sandrew
Judy Shorey
Donna Toomey

Staff members include:

Sean Jennings, VP of Support Services
Karen Benzie, VP of Quality Assurance
Brenda Cadorette, VP of Acute Care
Mickey O'Neil, Director of Patient Safety
Karen Labanaro, Supervisor Service Excellence
Christa Melillo, Patient Relations Manager
Ashley Vallone, Physician Liaison

The current Council is reflective of the current patient population in gender, age, and ethnicity. We are planning outreach to our diverse communities to better reflect the patient population. A list of current members is kept by the Supervisor Service Excellence and will be part of the Berkshire Health Systems PFAC Web page.

Election of Officers

- The PFAC will have a chairperson supported by the staff liaison which will be the VP of Support Services.
- The chairperson will be responsible for facilitating each meeting and gathering feedback on services, policies, and programs involving the hospital.
- The chairperson will serve as a liaison between the hospital and the Council.
- Election of the Chairperson by a simple majority will occur in January for a one year term. A Chairperson may serve up to three years.

Council Structure

- The Council is facilitated by the Chairperson with support from staff. In the absence of the chairperson the staff liaison will reside.
- The VP of Support Services and Service Excellence Department are responsible for organizing and supporting the Council.
- The Chairperson and the VP of Support Services will set the agenda with Council input for each meeting. The VP of Support Services will ensure that minutes are kept and distributed to all council members by email.
- The minutes will be maintained by BMC for a minimum of 5 years.

Membership Term

- A one year commitment is required and is renewable each year for a maximum of three years.
- Two years following the initial activation of the committee, one third of the members will rotate from the group and be replaced by new members.
- This rotation will continue with at least one third of group rotating off annually.
- Members who are terming off will be offered volunteer opportunities in other areas of the hospital.
- Special attention will be given to the recruitment of representatives of ethnically, culturally, and religiously diverse patients and community members.

Council Members' Duties

The Council's primary duty is to act as a liaison between their patient experiences or those in the community and health care providers. Council Members listen to and speak of their work with the hospital in the community to garner ideas and initiatives.

The Council's meeting in January of 2012 the Council Members:

- Toured the 5 West unit to observe the new renovations

The Council's meeting in February of 2012 the Council Members:

- Set member goals and expectations in 2012
- The noise issues on the units were addressed. A noise committee is being formed with a PFAC member included on that committee.

The Council's meeting in March of 2012 the Council Members:

- Were given a presentation about the Bedside Verification for Medical Error given by Mickey O'Neil, Director of Patient Safety.
- Were given a presentation about Patient Parking Garage Safety presented by Kevin Jester, Director, and Environment of Care.

The Council's meeting in April of 2012 the Council Members:

- Reviewed the current Patient Guidebooks; changes will be made based on their findings.
- There was a H.U.S.H. Team Update (newly formed Noise Committee)
- Watched a recently completed BMC LEAN video

The Council's meeting in June of 2012 the Council Members:

- Were given a presentation of the BFS Surgical Practice presented by Jacqueline Wu, MD
- A presentation on the PFAC member review of the Meditech Discharge Report was given by Henry Holt, PFAC member.
- Changes to the Patient Guidebook were addressed.

The Council's meeting in July of 2012 the Council Members:

- Reviewed the new proposed renovations on the 3 West unit presented by Karen Benzie, VP of Quality Assurance
- Reviewed Call Bell Expectations on the inpatient floors and in the ED presented by Brenda Cadorette, VP of Acute Care
- Pet Policy Reviewed for changes presented by Karen Labanaro, Supervisor Service Excellence

The Council's meeting in August of 2012 the Council Members:

- Reviewed the Mystery Shopper Experiences by several members of PFAC
- Update on Health System, Press Ganey scores and recent patient experiences

The Council's meeting in September of 2012 the Council Members:

- Were given a presentation on recent Methadone Controversy presented by Rocco Iannucci, MD
- Were given a presentation on the New Happenings in Endocrinology presented by Candace Lusa, Diabetes Manager

Orientation and Training

- Each member will receive BMC Orientation including mandatory OSHA/HIPPA training and AIDET training, offered twice a month by the BMC Education Department. A schedule of classes and times will be provided by the Supervisor Service Excellence to new members as they join the Council.
- OSHA/HIPPA training and AIDET training will also be provided during one of our PFAC meetings.
- Each member will receive a BMC Picture badge that is required to be worn when representing themselves as a PFAC member at BMC.

Role of Council

- The Council will serve as consultants and advisors to a variety of projects, initiatives and processes within the hospital. The Council has reviewed the Updated Patient Education Book.
- Topics of each meeting going forward will be the review of patient satisfaction data and the Transitions Team. The Council will coordinate its work with the Board of Directors Community Benefits committee.
- Council members will be invited to participate in the BHS "Be Proud" series and will be encouraged to suggest topics for continuing education that will assist in their duties as Council Members.
- Council members will be invited to participate in the Clinical/Service Excellence meetings which meet the 2nd Wednesday of the month.

Confidentiality

- The Council provides training in accordance to HIPPA laws and will sign a confidentiality statement annually.
- Training is provided by the BMC Education Department.

Council Guidelines

- The Council will meet every month except for May and December or ten times per year.
- Minutes and agendas will be taken by the Chairperson and kept by the VP of Support Services and Supervisor of Service Excellence.
- Minutes will also be forwarded to the Clerk of the Board of Directors for their review.
- Since our recruiting efforts are based in the hospital and its entities we are assured that all members, except possibly staff members, are current or former patients or family members of such.

Support and Resources

- The primary staff liaison, the VP of Support Services and Supervisor of Service Excellence, will devote 4 hours per month to the PFAC; this will include time for minutes, agenda setting, follow-up action items, and recruiting, training, and administrative duties as needed.
- Costs for meals and publications have been budgeted for \$2000 for the fiscal year 2013.
- There is no reimbursement or stipend made to members of the Council.
- There is not a cost to park on the Berkshire Medical Center campus.

Accomplishments of 2012

Most of the work accomplished through the Council has been formalizing our processes of purpose, goals, and membership. (Appendix 2 Purpose).

Meetings for 2012:

January 10, February 21, March 13, April 10, June 12, July 10, August 14, September 11, October 9, November 13

Additionally the Council did the following:

- Review the updated Patient Education Booklet
- Tours of 5 West – Newly renovated single bed/room unit
- BMC Picture Badges given to each member
- Labor Action Updates given at each meeting
- H.U.S.H. Initiative – Help Us Start Healing
- Hug-A-Bear Program
- Initiated a “Secret Shopper” program

See attached agendas for January 10 2012 meeting, February 21 2012 meeting, March 13 2012 meeting, April 10 2012 meeting, June 12 2012 meeting, July 10 2012 meeting, August 14 2012 meeting, September 11 2012 meeting.
(Appendix 3 Agendas)

Goals for 2013

- Continue on Noise Improvement (H.U.S.H.)
- Continue having PFAC members be “Secret Shoppers”
- Continued input on renovations to the BHS Campus and the New Cancer Center
- Develop BMC Hospital maps

Meetings for 2013

January 8, February 12, March 12, April 9, June 11, July 9, August 13, September 10, October 8, November 12.

Topics for the 2013 Agendas:

- Noise Improvement
- Input on new renovations of BHS campus
- Maps of BMC Campus for Visitors
- Input on New Cancer Center
- BHS going LEAN again

Berkshire Medical Center shall make the reports required in 105 CMR 130.1800 and 130.1801 publicly available through electronic or other means, and to the Department upon request.



Name: _____

Address: _____

Email Address: _____

Phone (Day): _____ (Evening): _____

Cell phone: _____

Preferred Language: _____

What services have you or your family member used: *(Please circle all)*

Inpatient

Emergency Room

Outpatient Services:

LAB Radiology/XRay Cardiac Rehab Wound Care Physicians
Practice

Please turn over.

Why would you like to be on the Patient Family Advisory Council?

What areas of concern do you have that you would like to see the Council address?

Any further information or experiences that you think would be helpful to the Council?



Purpose

To provide a forum that enables patients and families to have direct input and influence on policies, programs, and practices at Berkshire Medical Center.

Responsibilities

1. To ensure that care at Berkshire Medical Center is patient and family centered.
2. To improve patient safety
3. To improve collaboration between caregivers, patients and families such that their concerns regarding quality of care are addressed promptly and effectively.
4. To be active consultants to improve patient and family satisfaction.
5. To provide input from a patient's perspective towards the hospital's priorities and planning.
6. To further build a positive relationship between the hospital and members of the community.
7. An annual report will be developed and presented to Senior Leadership of the goals and accomplishments of the PFAC

Recommended Membership of Patient Family Advisory Council (PFAC)

10-12 Current or past patients or family members
Service Administrator
Director of Patient Safety
Patient Relations Supervisor
Performance Improvement Specialist
Other staff as appropriate

Membership Term

A one year commitment is required and is renewable each year for a maximum of three years. Two years following the initial activation of the committee, one third of the members will rotate from the group and be replaced by new members. This rotation will continue with at least one third of group rotating off annually. Members who are terming off will be offered volunteer opportunities in other areas of the hospital. Special attention will be given to the recruitment of representatives of ethnically, culturally, and religiously diverse patients and community members.

Recruiting

Potential members shall fill out an application and complete an interview with a staff member and current PFAC member.

Orientation

Members will be required to attend Orientation, and mandatory OSHA/HIPPA training.

Meeting Frequency

The Council shall meet at least 6 times a year. Our expectation is to have at least 75% of the members in attendance at each meeting.

Expected Outcomes

1. Patients/family members will sit as full members on committees that discuss and design patient care, including, but not limited to:
 - IRB
 - Patient Education
 - Others as determined i.e. Programs and projects that will impact patient care delivery
2. Hospital leaders will seek input and advice from PFAC prior to revising or implementing new processes that impact patient and family experiences (i.e. change to parking).
3. The PFAC shall provide direct input and recommendations for improvement to the Senior Leadership of the hospital.
4. The PFAC will present a report to the Board of Director (through Senior Leadership) identifying opportunities, recommendations and accomplishments at established intervals.

Guidelines of Authority

The Patient and Family Advisory Council is endorsed by the Administration of Berkshire Medical Center. Events organized by the PFAC and statements issued by the PFAC on behalf of Berkshire Medical Center are done so with prior approval of BMC administration. The training, support and administrative oversight of this program will come through the BMC Patient Support Services Department.

Confidentiality

Out of respect to fellow Council members and Berkshire Medical Center's privacy practices and HIPPA, discussing any information deemed personal or confidential cannot be done outside of the Council.

Service at the Discretion of the Organization

Berkshire Medical Center accepts the service of all Council members with the understanding that such service is at the sole discretion of the Berkshire Medical Center. Members agree that the organization may at any time, for whatever reason, decide to terminate the relationship with Berkshire Medical Center or to make changes in the nature of their volunteer assignment.



Agenda January 10, 2012

- Welcome, Introductions, Updates
- Noise Project Update - RL
- PFAC member's recent BMC experiences
- Six Sigma and LEAN Update – Sean
- Set goals and expectations for Membership in 2012 – Sean
- Tour new Patient Centered Unit on 5 West – Joe LaRoche

The next Clinical/Service Excellence Meeting is on:
Wednesday, January 11th @ 8:30am in the Auditorium.

Remaining Patient & Family Advisory Council Meetings **@ 5pm in PDR-D:**

February 21st
March 13th
April 10th
June 12th
July 10th
August 14th
September 11th
October 9th – PDR-B
November 13th – PDR-B



Agenda February 21, 2012

- Welcome, Introductions, Updates
- Set goals and expectations for Membership in 2012 – Sean
 - Expectations on joining this committee
 - 2 Active Projects
 - Attend 4 Clinical/Service Excellence Presentations
- New Membership – Sean
- Unit Council - Meeting with Units about Noise – Sean
 - Closing Doors at 8pm?
- Public Report on Infections Available for PFAC Members – Sean
 - *See handout*
- Six Sigma and LEAN Update - Sean
- PFAC member's recent BMC experiences

The next Clinical/Service Excellence Meeting is on:
Wednesday, March 14th @ 8:30am to 9:30am in the Auditorium.

Remaining Patient & Family Advisory Council Meetings

@ 5pm in PDR-D:

March 13th

April 10th

June 12th

July 10th

August 14th

September 11th

October 9th – PDR-B

November 13th – PDR-B



Agenda March 13, 2012

- Welcome, Introductions, Updates
- Bedside Verification for Medical Error – Mickey O’Neill
- Safety & Security – Kevin J.
 - Patient Parking Garage Safety
- Clarification on expectations for Membership in 2012 – Sean
 - Expectations on joining this committee
 - 2 Active Projects
 - Patient Education
 - Information Technology
 - Construction
 - Attend 4 Clinical/Service Excellence Presentations
- New Membership – Sean
- Noise Update – Sean & RL
- PFAC member’s recent BMC experiences

The next Clinical/Service Excellence Meeting is on:
Wednesday, March 14th @ 8:30am to 9:30am in the Auditorium.

Remaining Patient & Family Advisory Council Meetings **@ 5pm in PDR-D:**

April 10th
June 12th
July 10th
August 14th
September 11th
October 9th – PDR-B
November 13th – PDR-B



Agenda April 10, 2012

- Welcome, Introductions, Updates
- PFAC Member Involvement - Overview – Sean
 - 2 Active Projects
 - Patient Education
 - Information Technology
 - Construction
 - Attend 4 Clinical/Service Excellence Presentations
- Patient Guidebook Changes – Sean
 - Visitor Policy Changes
 - Picture Diversity
- “Hush Team” Update – RL & Sean
- Ideas for an upcoming PFAC Video
 - Watch recently completed LEAN Video
 - To help improve our “Patient Satisfaction” scores from our surveys

The next Clinical/Service Excellence Meeting is on:

Wednesday, April 11th @ 8:30am to 9:30am in the Auditorium

The next Be Proud Series is on:

*Wednesday, April 11th @ 11:30am to 12 noon or 12:15pm to 12:45pm
in the Auditorium*

This Be Proud Series will be about

“The BMC Renal Department”

Remaining Patient & Family Advisory Council Meetings

@ 5pm in PDR-D:

June 12th

July 10th

August 14th

September 11th

*October 9th – **PDR-B***

*November 13th – **PDR-B***



Agenda June 12, 2012

- Welcome New Members: **Marie Barzousky, Mary Lou Robinson & Phyllis Sandrew**
- Dr. Jacqueline Wu, MD
 - Surgeon, BFS Surgical Practice
- 3 West Floor Plan Blueprint – Karen Benzie
- Meditech Discharge Report – Henry Holt
- Information Technology – Meditech Discharge Form - Sean
 - “THANK YOU” to those members who helped!
- PFAC Member Involvement - Overview – Sean
 - Hand our Sean’s business cards to PFAC members when needed
- Patient Guidebook Changes – Sean
 - Visitor Policy Changes
 - Picture Diversity
- “Hush Team” Update – RL
- PFAC member’s recent BMC experiences

The next Clinical/Service Excellence Meeting is on:
Wednesday, July 11th @ 8:30am to 9:30am in the Auditorium
The presentation will be Human Resources, BHS Education,
and Hospital Acquired Injuries (Falls Team).

Please make every effort to attend one of the Open Forums.

Remaining Patient & Family Advisory Council Meetings

@ 5pm in PDR-D:

July 10th

August 14th

September 11th

*October 9th – **PDR-B***

*November 13th – **PDR-B***



Agenda July 10, 2012

- **Effective PFAC Meeting** – Quietly listen to others while they are speaking. Please no side bar conversations while people are sharing their point of view. - Sean
- **3 West Floor Plan** – Karen Benzie
- **Review “Discharge Care Instructions”** – Brenda Cadorette
- **Expectation Management** – Call Bell expectations on the Inpatient Floors and in the ED – Brenda Cadorette
- **New PFAC Committee** – Spanish speaking members. – Sean
- **Pet Policy Review** – Karen Labanaro
- **PFAC Member Involvement** – Sean
 - Needed “Mystery Shoppers” in the ED
- **Review Press Ganey Scores** – Sean
- **“Hush Team “ Update** - Sean
- **PFAC member’s recent BMC experiences**

The next Clinical/Service Excellence Meeting is on:
Wednesday, July 11th @ 8:30am to 9:30am in the Auditorium
The presentation will be Human Resources, BHS Education,
and Hospital Acquired Injuries (Falls Team).

Remaining Patient & Family Advisory Council Meetings
@ 5pm in PDR-D:

August 14th
September 11th
October 9th – **PDR-B**
November 13th – **PDR-B**



Agenda August 14, 2012

- **Rocco Iannucci, MD** – Discussion regarding recent methadone controversy (20 min)
- **Review Mystery Shopper Experiences** – (15 min)
- **Update on Health System** – Sean (10 min)
- **Review Press Ganey Survey Scores** – (5 min)
- **Review of Recent Patient Experiences** – SIGN UP – (4 minutes each)
- **Thanks to those involved in the Discharge Education Pamphlets** – (5 min)

Please mark your calendars:

The next Clinical/Service Excellence Meeting is on:

Wednesday, September 12th @ 8:30am to 9:30am in the Auditorium
The Service/Clinical Excellence meetings occur the second Wednesday of every month in the Auditorium from 8:30am to 9:30am

The next scheduled Be Proud Series events are on:

Lean Six Sigma - A Toolbox for Healthcare Problem Solving

Presented by Alexis Keeler, Black Belt

Wednesday, September 12th @ 11:30am to 12 noon or 12:15pm to 12:45pm in the Auditorium

Lunch is provided

Remaining Patient & Family Advisory Council Meetings @ 5pm

September 11th – PDR-D

October 9th – PDR-B

November 13th – PDR-B



Agenda September 11, 2012

1. **Welcome a new PFAC member** – Michelle Sylvester
2. **Rocco Iannucci, MD** – Discussion regarding recent methadone controversy. (20 min)
3. **Candace Lusa** – New happenings in endocrinology (20 min)
4. **Review of Recent Patient Experiences** – SIGN UP – (4 minutes each)
5. **HUSH Update** – Slushy event was successful! – (5 min)

Please mark your calendars:

The next Clinical/Service Excellence Meeting is on:

*Wednesday, September 12th @ 8:30am to 9:30am in the Auditorium
The Service/Clinical Excellence meetings occur the second Wednesday of
every month in the Auditorium from 8:30am to 9:30am*

The next scheduled Be Proud Series events are on: Lean Six Sigma - A Toolbox for Healthcare Problem Solving

**Presented by
Alexis Keeler, Black Belt**

*Wednesday, September 12th @ 11:30am to 12 noon or 12:15pm to
12:45pm
in the Auditorium
Lunch is provided*

Remaining Patient & Family Advisory Council Meetings @ 5pm

*October 9th – **PDR-B**
November 13th – **PDR-B***