



Berkshire
Medical
Center

2017

Submitted By: Christa Gariepy, MA
Director of Patient Relations

**ANNUAL
REPORT**



Patient & Family Advisory Council - Est. 2009

Mission

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

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

Membership Overview

- (26) PFAC Advisors - *current or past patients and/or family members*
- Administrative Director of the Laboratory
- Chief Nursing Officer
- Clinical Manager of the Emergency Department
- Community Health Worker & Patient Advocate
- Director of Patient Relations
- Patient Experience Specialist
- Supervisor of Service Excellence
- Vice President Integrated Care & Home Health
- Vice President of Patient Support Services
- Vice President of Revenue Cycle

Recruitment & Orientation

- Most members have been recruited through rounding by leaders and word of mouth of other Council Members
- Oftentimes the Patient Relations Manager is able to identify prospective members through the BMC Complaint Review Process
- Potential members are required to complete an application and interview first with the Patient Relations Manager and secondly with the non-staff Co-Chairperson
- Each applicant will be provided a copy of the most recent PFAC Annual Report, a variety of BMC/BHS informational resources, and will be subject to BMC's volunteer requirements including verification of immunizations, a CORI check, and a TB test

Desired Characteristics of Council Members

- Confidence and the ability to express opinions and own point of view
- Consideration towards others' opinions, backgrounds and experiences
- Commitment to the Council's Mission and Goals
- Be a respectful and effective communicator
- Work in coordination with the mission, vision, and values of Berkshire Medical Center

2017 PFAC Membership

2017 PFAC Community Advisors:

- Bruce Shepley, PFAC Co-Chairperson for North County PFAC^
- Patricia Sinclair, PFAC Co-Chairperson for BMC PFAC~
- Lisa Avery~
- Marie Barzousky~
- Melissa Butler~
- Frances Czarnecki^
- Shelley Deane~*
- Susan Frisch Lehrer~
- Thomas Gardner~
- Toni Hawke^
- Henry Holt~
- Victoria Holt~
- Eugene Hunter~
- Denise Jester~
- Geralyn Jones~
- Nancy King^
- Helen Markessinis~*
- Elizabeth Milanesi^
- Edith Mingalone~
- Al Reutlinger^
- Susan Reutlinger^
- Roberta Russell*
- Phyllis Sandrew~
- Rev. Sheila Sholes-Ross~
- Michelle Sylvester~
- Gladys Williams^

(^) denotes members of BMC North County PFAC

(~) denotes members of BMC Main PFAC

(*) denotes member(s) that resigned in 2017

2017 BMC PFAC Staff Representatives:

- Susan Simons, Administrative Director of the Laboratory~
- Brenda Cadorette, Chief Nursing Officer~
- Lou Ann Quinn, Clinical Manager of the Emergency Department^
- Lance Fyfe, Community Health Worker & Patient Advocate^~
- Christa Gariepy, Director of Patient Relations^~
- Amy Chavarry, Patient Experience Specialist^~
- Julie Hinckley, Supervisor of Service Excellence^~
- Roberta Gale, Vice President Integrated Care & Home Health~
- Sean Jennings, Vice President of Patient Support Services^~
- Laurie Lamarre, Vice President of Revenue Cycle^

(^) denotes members of BMC North County PFAC

(~) denotes members of BMC Main PFAC

Election of Officers

- The Council will have a non-staff co-chairperson who will work in collaboration with the Director of Patient Relations. Together they will be responsible for facilitating each meeting and gathering feedback on services, policies, and programs involving the hospital
- The non-staff co-chairperson will serve as a liaison between the hospital and the council
- Election of the non-staff co-chairperson will be by a simple majority vote which will occur in January and will be applicable for a one year term. This person may serve as co-chairperson for up to three years

Council Structure

- The Council is facilitated by the Director of Patient Relations with support from the non-staff co-chairperson. When necessary, support is also available through the Vice President of Patient Support Services
- The Patient Relations and Service Excellence Departments are responsible for organizing and supporting the Council
- The non-staff co-chairperson and the Director of Patient Relations will set the agenda with council input for each meeting. Agenda items will be discussed annually, prioritizing the topics as a group, and taking into consideration acute needs as they arise
- The co-chairperson 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 the group rotating off annually
- Members who are terming off will be offered volunteer opportunities in other areas of the hospital
- Members may continue to attend monthly meetings if they are of interest to them
- Special attention will be given to the recruitment of representatives who add to the diversity of patients and community membership on the Council

Diversity

As in years prior, our Councils were not as reflective of BMC's current patient population as we would like. In response, we have outreached to a diverse array of potential members in an effort to better reflect the patient population and our surrounding community. The Council is seeking to diversify not only in terms of culture, age, socioeconomic status, and spiritual diversity, but also through representation from the LGBT community.



The Director of Language Services in collaboration with the Vice President of Patient Support Services continues with regularly scheduled PFAC meetings for Spanish-speaking patients and their family members separate from these groups. A separate annual report will be available on their membership and annual activities.

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
- Council members will regularly attend and contribute to monthly meetings
- Council members will make reasonable effort to attend those opportunities outside of the recurring monthly meetings in an effort to gain exposure to and information on the vast functions of the hospital and health system

Role of Council

- The Council will serve as consultants and advisors to a variety of projects, initiatives and processes within the hospital
- 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 advisors
- Council members will be invited to participate in the Clinical & Service Excellence meetings, which meet the second Wednesday of every month
- Council members will be invited to attend the Quarterly Employee Open Forums, which provide a snapshot of how the organization is performing: Quality Metrics, Fiscal Overview, Patient Satisfaction Scores, Organizational Updates/Announcements, etc.
- Council members will be invited to attend the BHS Annual Meeting and will be provided a hardcopy of the Annual Report regardless of their availability to attend
- Council members will be invited to attend any pertinent events or opportunities within the hospital and health system as they arise

Confidentiality

- BMC provides PFAC members formal training in accordance to HIPAA laws and all members will sign a confidentiality statement annually. This training is provided by the BMC Education or Medical Records Department annually

Council Guidelines

- The Council will meet monthly
- The agenda is set each month by the co-chairpersons
- Minutes will be taken by the non-staff co-chairperson and maintained by the Director of Patient Relations
- Recruiting efforts are based in the hospital and its entities, so we are assured that all members, except possibly staff members, are current or former patients or family members of such
- At this time, the BMC PFAC Advisors do not interact with the Board of Directors
- PFAC Annual Reports are available on the BHS website – www.berkshirehealthsystems.org
- At this time, the BMC PFAC does not use social media

Support & Resources

- The primary staff liaison and co-chairperson, the Director of Patient Relations, will devote approximately 10 hours per month to the PFAC. This will include time for minutes, agenda setting, follow-up action items, recruiting, training, and administrative duties as needed
- There is no reimbursement or stipend made to members of the Council
- Council members are afforded a complimentary meal during each monthly meeting
- There is not a cost to park on the Berkshire Medical Center campus
- As volunteers within BHS, PFAC Members are entitled to utilize the BMC Community Pharmacy and attend special events where certain services may be provided at no cost

2017 Meetings & Areas of Focus

(*) Denotes a special event separate from the monthly meeting

PFAC Meeting Agenda for January 2017:

- Organizational Updates from Administration
- Review of 2016 & Planning for 2017 (BMC Main)
- Review of 2016 & Planning for 2017 (North County)
- Review of Upcoming Meetings & Events

* *Clinical & Service Excellence*

PFAC Meeting Agenda for February 2017:

- Organizational Updates from Administration
- Patient Accounting Update & Discussion (BMC Main)
- Relocation Communication Plan (North County)
- Patient Relations Projects (North County)
- Review of Upcoming Meetings & Events

* *Clinical & Service Excellence*

PFAC Meeting Agenda for March 2017:

- Organizational Updates from Chief Operating Officer, Diane Kelly (North County)
- Review of Upcoming Meetings & Events

* *Clinical & Service Excellence*

* *Quarterly Open Forums*

* *Free Community Weight Loss Surgery Seminar*

PFAC Meeting Agenda for April 2017:

- Organizational Updates from Administration
- Patient Safety Presentation & Discussion (BMC Main)
- Renovated Facility Tour (North County)
- Review of Upcoming Meetings & Events

* *Clinical & Service Excellence*

* *Volunteer Appreciation Breakfast*

PFAC Meeting Agenda for May 2017:

- Organizational Updates from Administration
- TeleSitter Demonstration & Discussion (BMC Main)
- TeleSitter Discussion & Pharmacy Tour (North County)
- Review of Upcoming Meetings & Events

* *Clinical & Service Excellence*

* *Orthopaedics & Sports Medicine Open House*

PFAC Meeting Agenda for June 2017:

- Organizational Updates from Administration



- Patient Experience Update (BMC Main)
- Patient Experience Update (North County)
- Review of Upcoming Meetings & Events

* *Clinical & Service Excellence*

* *Quarterly Open Forums*

* *Center for Rehabilitation Open House*

PFAC Meeting Agenda for August 2017:

- Organizational Updates from Administration
- Age Friendly Health System Proposal (BMC Main)
- Age Friendly Health System Proposal (North County)
- Review of Upcoming Meetings & Events

* *Clinical & Service Excellence*

PFAC Meeting Agenda for September 2017:

- Organizational Updates from Administration
- TeleHealth Presentation (BMC Main)
- Development of the Patient Experience Program at BMC (North County)
- Review of Upcoming Meetings & Events

* *Clinical & Service Excellence*

* *End of Summer Celebrations*

* *Review of Updated BHS Website*

***Special PFAC Meeting September 26th:**

- Review Labor Action Plan with all PFAC Advisors
 - Members of both PFACs invited to a collaborative meeting
 - Held in lieu of October meetings

Advisor Participation on Health System Committees & Councils

- **Emergency Management** – Phyllis Sandrew
- **Environment of Care** – Thomas Gardner

Proposed Goals for 2018

- 1) Coordinate PFAC Advisor participation on councils and committees including the following:
 - Ethics Council
 - BHS Value Council
 - BMC Value Council
 - BHS Council for Diversity and Inclusion
- 2) Integrate PFAC Advisors into the BMC Clinical Research Process
- 3) Utilize Our PFAC Advisors' Stories within Patient Experience Programming
- 4) *Age Friendly Hospital* achievement through the direction of/collaboration with our PFACs