



Patient and Family Advisory Council (PFAC)

Annual Report

FY2020

10/1/19 to 9/30/20

Patient and Family Advisory Council

Established 2010

Pediatric (Family & Children) PFAC

Established 2015

September 30, 2020

Submitted by

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*Nantucket Cottage Hospital is an affiliate of Massachusetts General Hospital and a member of
Mass General Brigham*

General Information about Nantucket Cottage Hospital

Nantucket Cottage Hospital is a community hospital located on an island 30 miles south of Cape Cod and the Massachusetts mainland. NCH delivers a broad range of health care services under unique circumstances: serving a year-round population of approximately 17,000 residents, as well as accommodating a seasonal influx which increases the size of the community to nearly 50,000 people during the summer months. Founded in 1911, Nantucket Cottage Hospital remains the sole licensed medical facility on the island. In 2019, Nantucket Cottage Hospital opened the doors of the first new hospital for the island community in more than 60 years. The new 14-bed, 106,000 square foot hospital, made possible entirely by community donations, completely replaced the former facility that was constructed in 1957. The new hospital offers state-of-the-art equipment with expanded outpatient services and increased capacity for inpatient care and surgery. The opening of the new hospital also affords patients a central location for all their health care needs, including primary, emergency, and specialty care, as well as diagnostic testing.

Purpose of the Councils

The Adult and Pediatric Patient and Family Advisory Councils (PFACs) at Nantucket Cottage Hospital function for the purpose of listening to patient and family member perspectives; providing a forum for sharing information among hospital staff, patients and their family members; sharing information about hospital initiatives; and collaboratively developing programs, policy and services to improve the quality and safety of patient care.

The Councils serve as a sounding board for initiatives the institution deems important in order to achieve and maintain balance among the priorities of caregivers, patients and their family members.

Their involvement includes but is not limited to, patient and provider relationships, quality improvement initiatives, patient education on safety and quality matters, and policies that address the handling of confidential patient information to the extent allowed by state and federal law.

Organization of the Councils

The Patient Family Advisory Councils (PFAC) at Nantucket Cottage Hospital have two major focus areas, Adult/General Health and Pediatric Health. PFAC and Pedi-PFAC combined have a total of 48 members, 32 members are volunteers from the community and 16 members are hospital staff. As required by Massachusetts regulation at least half of the total membership are patients, former patients or family members of patients.

Council membership is comprised of patients, family members, NCH staff, members of hospital leadership and the Board of Trustees, as well as NCH Advisory Council members. Members from both Councils participate on several of the Hospitals committees including:

- Emergency Preparedness
- Medical Staff
- Board of Trustees
- Advisory Council
- Quality Committee
- The NCH Experience Team
- Information Technology/Information Systems Steering
- NCH Blue Coats Volunteers
- Maternal Child Health Committee
- Community Health Initiative
- Patient Care Advisory Council
- Environment of Care Committee

The Council continues to review publicly reported quality information (Perception of Care and Quality reports). This effort of collaborating with departments on areas identified for improvement have resulted in continued improvement of patient experience scores related to the recommendations made by the PFAC. One effort PFAC supported was participating in identifying state of the art tools for the new facility, PFAC members participated in the obtaining of new SMART Televisions, provided thru funding of the Hospital Thrift Shop, for patient rooms that addressed the patient entertainment, engagement in their plan of care and education thus improving the overall patient experience.

The Council consists of interested individuals throughout the island community and has representation from year-round as well as seasonal members. Members are recruited on an ongoing basis using word of mouth, recommendations from existing members, applications attached to the annual reports on the hospital web site, staff and contact with community-based organizations. Emphasis for recruiting new membership have undertaken several measures to assure proportional representation of the PFACs. Recently, a system move to NRC as our Patient Experience vendor now provides us a list of patients that express their desire to become involved with the hospital. PFAC can screen for their level of interest through our revised PFAC interview guide.

With the onset of the COVID-19 pandemic in March 2020 many adjustments have been made and that required PFAC to begin to view next steps in a different way. NCH and the community have collaborated very closely to decrease possible community spread. As part of that effort the PFAC felt frequent communication would be valuable and adjusted from a bi-monthly schedule to a monthly schedule via Zoom to assure community needs were being met. Meeting times were based on community members availability. While conferences have been suspended at this time NCH provides payment for attendance at state-wide PFAC conferences. Occasionally, children attend meetings for the Pediatric PFAC meetings to support parent participation.

PFAC was previously supported by the NCH Clinical Projects Director who served as PFAC Chair, for the Adult/General PFAC and the Pediatric PFAC, with the departure of that leader the role was transitioned to the Vice President of Quality midyear. The Adult/General PFAC's co-chair is one of the Vice Chairs of the Hospital Board of Trustees. The chair for the Pedi PFAC is a council member. The Hospital's Quality Committee is responsible for the oversight of the PFACs. This is accomplished by quarterly reports to the Quality committee, a summary of activities is presented to PCAC and then to the Board of Trustees. The Community Relations department supports the councils administratively and staff attend the meetings.

The PFACs meet at least six times per year. Sub-committees and ad hoc task forces meet as deemed necessary. PFAC agendas are developed by staff with input from members and are distributed by email and at the meetings. Input into agenda items is solicited either during the meetings or via email prior to the next meeting. The agenda for future meetings is set at the preceding meeting. Although PFAC tries to be proactive in planning agendas, sometimes topics will be added during the meeting in response to the urgency of the subject matter.

Community Representation and Diversity

According to the 2017 American Community Survey (ACS ACS20132-2017 ACS 5-year estimate.), most of the residents on Nantucket are White (83.57%), higher than the statewide figure of 76%. The U.S. Census Bureau identified in the 2011-2015 that the percentage of foreign-born persons are at 16.3%. The median age is 39.8, 5.1% of documented population have no insurance, 15% of the population is over 65 and 5.9% live in poverty.

Nantucket Cottage Hospital takes a leadership role in the community, serving as an example to other business and organizations in creating a robust and ongoing medical interpreter program.

Orientation and Continuing Education

Orientation for new members has been developed specifically for PFAC members. The training is done in person and includes a review of Massachusetts law relating to PFACs and PFAC policies, member roles and responsibilities, as well as:

- Concepts of patient and family centered care;
- General hospital orientation;
- History of the PFAC and how it fits within the organization's structure to include information about the Hospital Board of Trustees and the Advisory Council;
- The role and expectation of members;
- Safety concerns related to patient, family and facility issues;
- Review of: PFAC policy, a Conflict of Interest disclosure: confidentiality policies, corporate compliance information; handling of complaints; Hospital Mission, vision and values; The Patients' Bill of Rights; harassment prevention policies; Notice of privacy Practice; (which addresses patients' privacy rights and our confidentiality commitment) safety, emergency preparedness including fire drills.

FY20 PFAC Goals and Accomplishments

Review Perception of Care data and collaborate and recommend strategies with staff to have a positive impact on that perception: Data is periodically presented to committee based on agenda items

Participate in Strategic planning activities: Postponed by BOT due to the ongoing coronavirus pandemic as well as executive leadership changes at the hospital.

Participation in projects that impact the hospital campus that brings the voices of patients and families into the future facility: Participated with the planting of the garden donated by the Nantucket Garden Club, the adult PFAC learned that patients had difficulty approaching the doctor's offices from the handicapped parking spaces. A curb cut was made to make the entrance to ensure safety for all patients entering the building through the medical offices entrance

Collaborate with the Foundation to support the Adult Health Fair that included collaboration with the Council on Aging's Elder Expo community health fair for the adult/geriatric population: For FY20, Health Fair/Elder Expo was held on October 19, 2019 with approximately 300 participants in attendance.

Coordinate with the Foundation to stage the "Be Well" Health Fair targeting the pediatric population: The event was scheduled for March 22, 2020 and preparations were made and all plans in place for the event, but it was cancelled due to safety concerns with COVID-19.

Increase membership that is inclusive of the diverse community that represents Nantucket: on going

PFAC members maintain knowledge on what services our organization provides: Current membership have been educated on all current services provided by NCH and are provided current implementation status. PFAC members provide ongoing feedback related to these services as a voice of the community. For example, the ongoing concern regarding the NCMG call system. The committee was made aware of a restructure to a call center and are provided updates on patient feedback

Improve access to care: Based on feedback from members it was identified there were issues with some Emergency Department patients requiring follow up care with a physician who were unable to be seen within the time frame set by the Emergency Department clinician. The PFAC team worked with the Physician Practices staff to develop a process to ensure timely appointments would be available upon discharge

from the Emergency Department. This process was also put in place for inpatients upon their discharge from the Medical/Surgical department.

Hospital Website: PFAC makes suggestions for updates to the website. Feedback is provided to the Foundation (who maintain the website) on ease of use, accuracy of information and suggested content.

Participate in the Community Health Initiative: Have participated and facilitated community health initiatives inclusive of supporting Pandemic community efforts.

Promote the Teal Pumpkin Project (FARE) to educate the community on making the Halloween holiday a safe event for all members of the community: The Teal Pumpkin Project is about raising awareness of food allergies and promoting inclusion of all trick-or-treaters throughout the Halloween season. Placing a Teal pumpkin on your doorstep means you have non-food treats available, such as glow sticks or small toys. This simple act promotes inclusion for trick-or-treaters with food allergies or other conditions. The project continues to be promoted through the distribution of flyers and The Chamber of Commerce and collaboration with other stores on the island to include but not limited to the Stop & Shop, Island Variety, the pharmacies, fundraisers at Cisco Brewers and Health Fairs. Additionally, 99 teal pumpkins were available for people and downtown businesses to pick up from the NCH Foundation in preparation for Halloween. The Teal Pumpkin could be placed on the doorstep of households or businesses. <https://www.foodallergy.org/education-awareness/teal-pumpkin-project>

Conduct a community/ school lecture on “Transitions” by renowned speaker, collaborating with Nantucket Public Schools and other organizations: Scheduled for Summer 2020, all events put on hold.

Promote Car Seat Safety Day for the Community: Scheduled for Spring 2020, all events put on hold.

Promote education to the community on the Patient Portal: A presentation was provided to PFAC and they supported hospital efforts to encourage utilization. During the COVID-19/coronavirus pandemic, utilization numbers have double as a result of the increase in COVID-19 testing.

Pedi PFAC Task Force on Concussion Protocol: Members of the committee are working on creating an education program that will include clinicians, coaches, trainers, and physical therapists. The goal is to educate about concussion protocol with an aim to standardize the continuum of care for young people.

Challenges

Challenge 1:

Our PFAC continues to be challenged in recruiting diverse members from our community and having those members fully participate in PFAC activities. Diversity is not simply about race and ethnicity. The PFAC is also diverse from an age and experience perspective. There is a blend of young working members as well as retired members. This makes it challenging for those who work all day, try to maintain a family/home balance and then volunteer.

Challenge 2:

During Fiscal Year 2020, the PFAC was challenged with many changes in leadership with a retiring CEO, Interim CEO, and new CEO, and retiring staff leader of PFAC and other changes in the organization.

This annual report will be posted on the hospital web site [at this link](#)



Patient and Family Advisory Council (PFAC)
APPLICATION FORM
SAMPLE

(Please print)

Name: _____
(Last) (First) (MI)

Address: _____
(On-island) (Street) (City) (State) (Zip)

Address: _____
(Off-island) (Street) (City) (State) (Zip)

Preferred Method of Communication: *(check preferred)* Phone Text Email

Phone: _____ **Email Address:** _____

Language(s) you speak: _____

My care or my family's care provided at Nantucket Cottage Hospital includes:

(check all that apply)

- Inpatient Hospitalization (an example is overnight stay for any reason)
- Physician Practices (examples include walk in care or scheduled appointments)
- Outpatient Services (examples include physical therapy (rehab), infusion, chemotherapy, same day surgeries, dialysis)
- Emergency Department Care
- Other Programs, Departments or Services (Lab, Palliative Care, Imaging)
- New Hospital?
- Old Hospital?



Why would you like to serve as a Patient and Family advisory council member?

I would be interested in helping with:

(check all that apply)

- Reviewing Patient and Family Perception of Care Tools
- Developing/Reviewing/Family Educational Materials
- Evaluating the Perception of Care for the Outpatient Care Experience
- Evaluating the Perception of Care for the Inpatient Care Experience
- Evaluating Patient Safety and the Prevention of Medical Errors
- Educating New Employees and other Staff about the Experience of Care and Effective Communication and Support
- Participating in Facility Design Planning
- Improving the Coordination of Care and the Transition to Home and Community Care
- Patient/Family Advocacy

Additional areas of interest to you:

May we share your contact information with other hospital committee members as appropriate? Yes No

Please briefly describe your role with other community programs and/or organizations:

Will you commit to attending at least 4-6 meetings/year? Yes No

Please specify times when you can attend meetings:

Daytime: _____ Evening: _____

Please return this form to:

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