

Patient and Family Advisory Council Annual Report September 2011

Quincy Medical Center (QMC) is fully committed to integrating the principles of patient and family centered care and values the important roles that patients and their families have in enhancing the quality and safety of health care.

Purpose and Goals

A Patient and Family Advisory Council (PFAC) has been established and the purpose of the PFAC is to partner with the hospital staff to advise, consult and evaluate operational initiatives that impact patients and their families. The goals for 2011 included the integration of the PFAC fully into the QMC organizational infrastructure.

Membership

The QMC PFAC consists of four members from hospital staff including the SVP for Patient Care Services/Chief Nursing Officer, Patient Advocate and Chief Medical Officer. There are currently six patient and family members representing the diverse population of patients that QMC serves.

The PFAC is chaired by the Patient Advocate and one Patient/Family member. The executive assistant to the CNO provides operational and secretarial support to Council.

Council members are selected through an application and review process. The Patient Advocate for all applicants conducts telephone interviews. Upon successful completion of the interview the candidate is invited to the next Council meeting. The co-chairs of the council conduct and interview with the prospective member prior to the meeting. The co-chairs, with consideration of comments from the Council will determine the candidate's eligibility for membership. The Patient Advocate will notify the potential member of the decision.

A term of active membership consists of two years and is renewable every two years for a maximum of three terms. The Council will endeavor to rotate membership on a regular basis. Members completing three terms will be given the option to remain involved as an Emeritus Member.

All PFAC patient and family members are trained through the hospital volunteer training program.

PFAC Meetings

QMC PFAC meetings are held on the third Wednesday of each month from 5:30pm to 7:30pm. The council will not meet in the months of August and December. The October or November meeting is designated as the PFAC Annual Meeting and at that meeting membership is reviewed and new officers may be elected.

2011 Accomplishments

2011 has been a building year for the QMC PFAC. The goals for 2011 were to fully integrate the council into the QMC operational structure and this has been accomplished. The PFAC has provided guidance on multiple issues including the following:

- QMC Visitors Policy
- Overhead Paging Practices
- Medication Reconciliation Processes and Communication
- Community communication and marketing related to the QMC sale to Steward Health Care
- Formalized PFAC bylaws
- PFAC section added to QMC web site

2012 Goals

2012 will offer our PFAC many opportunities to become more involved in the development of QMC. Goals for 2012 include:

- PFAC participation with decisions related to facility renovations
- Explore opportunities for QMC PFAC to collaborate with other Steward Health Care member PFACs
- Incorporate PFAC members onto the membership rosters for three standing QMC committees
- Enhance PFAC material available on the QMC web site