

Patient and Family Advisory Council (PFAC)



THE AMERICAN ONCOLOGIC HOSPITAL

Patient and Family Advisory Council (PFAC)
- Annual Report -
January 2025

Donna McAllister & Joshua Batushansky
Patient and Family Advisory Council Co-Chairs

Patient and Family Advisory Council (PFAC)

WHY IS PFAC SO IMPORTANT?

Established in 2011, Fox Chase Cancer Center's Patient and Family Advisory Council (PFAC) is dedicated to strengthening collaboration between patients, their caregivers and/or family members, and the health care team to enhance our institution's ability to deliver the highest standard of safe, comprehensive and compassionate health care to all patients.

**Nothing For Me
Without Me**

Now over 14 years old, our PFAC continues to meet the major goal of serving as the voice of patients and families at Fox Chase Cancer Center; embodying our guiding principle: **Nothing For Me, Without Me.**

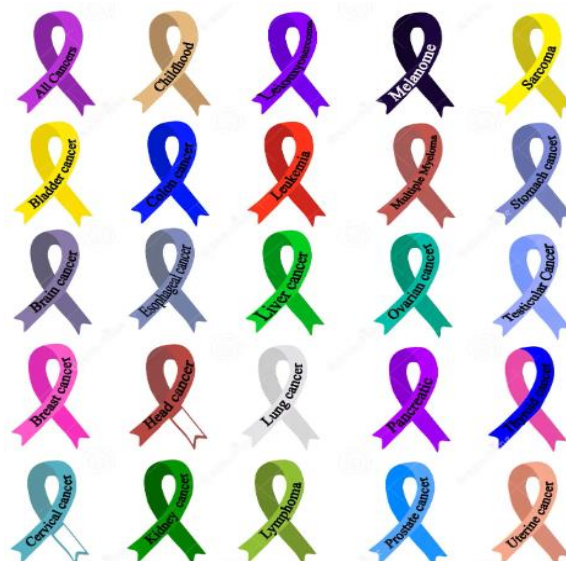
Specifically, the PFAC strives to:

- Provide information to administrative, clinical and research staff and faculty about the needs and concerns of patients and family members
- Work with staff and faculty to improve services that affect patients and family members
- Participate in the design of patient care areas
- Assist in the planning of new patient-related programs
- Serve as a resource to the health care team, providing the patient and family perspective on a wide variety of patient-related issues, including patient safety, staff recruitment, program planning, services, policies, and research.

PFAC reports directly to the Professional Affairs Committee (PAC) of the Board of Directors.

FCCC PFAC Advisors represent the following disease sites:

- **Bladder**
- **Lung**
- **Breast**
- **Colon & Rectal**
- **Head & Neck**
- **Kidney**
- **Ovarian**
- **Pancreatic**
- **Prostate**
- **Uterine**



Patient and Family Advisory Council (PFAC)

OUR PFAC PATIENT & FAMILY ADVISORS



Emily Bakaj



Josh Batushansky
Co-Chair



Raymond Cormier



Bill Hagan



Lydia Henson



Brooke Fuller



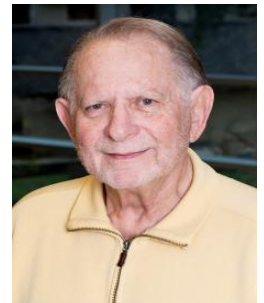
Leslie Maxwell



Donna McAllister
Co-Chair



Annie Miyazaki



Mike Phillips



Larry Risch



Liz Roland



Scott Shaffer



Elaine Spangler



Elaine Sykes



Johana Vanegas



Jan Wormington

Patient and Family Advisory Council (PFAC)

PFAC ACCOMPLISHMENTS (2024)

Accomplishments come in many forms and occur daily for the PFAC. The following are some we'd like to highlight:

- **Poppulo Digital Signage**

As part of the new digital signage project in Outpatient areas, PFAC participants above were invited to a team meeting with Jeffrey Williams, Project Coordinator. The purpose was to provide feedback on new signage design, placement, and information provided from a patient's perspective. (Donna McAllister and Bill Hagan)

- **Participation in Video for Oncology Nurse Advisory Summit**

Anna Rodriquez requested PFAC advisors participate in the video being created for the annual keynote address- "Real Nurses, Real Patients, Real Solutions." (Donna McAllister and Josh Batushansky, Emily Bakaj, Ray Cornier, Elaine Spangler)

- **Clinical Redesign- Ambulatory Care**

The goal of this project was to improve the new patient experience and flow from patient arrival through wait time, physician visit and follow up appointments. The focal point was clear communication with the new patient throughout the outpatient visit. Members were asked to provide suggestions and feedback from a patient's perspective. (Donna McAllister and Bill Hagan)

- **Partners in Patient and Family Centered Care Webcast**

Led by Delinda Pendleton and presented to the medical staff. PFAC's mission statement, activities, accomplishments and highlights of our Annual Report. (Donna McAllister and Josh Batushansky)

- **Filming of PFAC Video**

PFAC members created a video showcasing their role as the voice of the patient, highlighting how they bring attention to needs of the patients and assist in making meaningful changes that can transform care for patients and their families. (Donna McAllister, Josh Batushansky, Mike Phillips)



Patient and Family Advisory Council (PFAC)

HOSPITAL COMMITTEES, PERFORMANCE IMPROVEMENT TEAMS & WORKGROUPS

373
Volunteer Hours

Patient and family advisors collectively provided 373 total volunteer hours in 2024. These hours included serving on the PFAC, hospital committees, improvement teams, as well as internal and external projects representing PFAC.

As partners to clinical, research, administrative, and front-line staff, advisors represent the voice of patients and

families as they serve in this capacity. Many of our advisors are also active members of the Patient-to-Patient Network (P2P). In addition, they provide annual committee reports to the PFAC, sharing information about initiatives on which each committee and team are working. Advisors also share their input when surveys are sent to them, requesting their perspectives as patients and family members.

Hospital Committees	
Art Committee	Patient Education Committee
Falls Prevention Committee	Patient Experience Committee
Infection Control Committee	Patient Safety Committee
Improving Goal Concordant Care Committee	Performance Improvement Committee
Improving Discharge Instructions	Research Review Committee: Citizen Scientist

As part of its annual strategic planning process, advisors attend a retreat to identify improvement priorities for the year. From this process, PFAC workgroups are formed, where partners are identified, educational sessions are scheduled, and tactics are set to strategic timelines.

Improvement Teams	Surveys	Workgroups
Ambulatory Care Redesign	Inpatient Visitor Guidelines	PFAC Bylaws
ADCC Initiative for Improving Goal Concordant Care	PFAC Webpage Update	Patient/Family Communication
Community Health Needs Assessment	Revised Phone Call Trees	Facilities/First Impressions
Survivorship Plan Improvement Team	ADCC Project: Lung Cancer Care Foundations	Mental Health
Trauma-Informed Care	Infusion Room: Labs and Pre-Check Telehealth	Quiet Campaign
	Care After Hospital Discharge	Technology
	Young Adult Cancer Program	Improving Discharge Instructions
	Notifying Patients When Practitioner is Leaving the Practice	
	New Patient Letter	

Patient and Family Advisory Council (PFAC)

Projects	
Internal	External
New Patient Guide	American Cancer Society QI Project
Patient Experience Week	Cancer Patient Education Network
Stand-up to Cancer Proposal/Clinical Trials Project	6abc Moves in Medicine: Colorectal Cancer
Inpatient TV Channel Guide Update	Oncology Nurse Advisory Annual Summit
Quiet Campaign	
FCCC 50 th Year Anniversary	
Digital Signage	

Other Activities

Board of Associates – Annual Paws for the Cause (Patient Ambassador)
 The Temple Experience Customer Service Training (Facilitator)
 PFACs: Perfecting the Patient Experience – TUHS Hub Article
 FCCC Survivorship Video
 Appointment to FCCC Board of Directors

***“Any definition of a successful life must
include service to others.”***

– President George H. W. Bush

Patient and Family Advisory Council (PFAC)

PFAC ADVISOR ORIENTATION & ONGOING EDUCATION

Each patient/family advisor is on-boarded as a volunteer and oriented specifically to his/her role as an advisor. Advisors are invited periodically to attend regional and national patient- and family-centered care webinars that support their competency.

Speakers are invited to attend PFAC meetings on a regular basis to educate advisors regarding FCCC programs, initiatives, and departments. Topics are identified based on opportunities for improvement, as well as the council's expressed interest. Speakers also ask to attend the meetings to gather patient and family perspectives regarding existing and proposed programs, processes, initiatives and research studies.

2024 Presentations/ Speakers	
Kara Stromberg, Food & Nutrition New Patient Menus	Dr. Marcin Chwistek, Supportive Oncology Online Tool for Goal Concordant Care Discussions
Diana Kott MSN, RN, OCN, NPD-BC Multidisciplinary Patient-Centered Care Education	Joel Helmke, Chief Operating Officer Digital Signage
Andrew Smith, Chaplain Spiritual Care Overview & Vision	Helen Gordon, Patient Falls Committee Patient Fall Flyer
Allison Arnone, Director Campus Planning, Kaitlyn Deberas and Lauren Yancey, Facilities Project Coordinators Young Pavilion Waiting Area Refresh	

Special Thanks to Staff Advisors of the PFAC

Anna Rodriguez, *Nursing/Patient Services, Executive Sponsor*
 Nancy Baumann, *Nutrition & Hospitality*
 Christopher Cann, MD, *Hematology Oncology*
 Theresa Capella, *Marketing*
 Brice Corbin, *Guest Services*
 Nithya Cherukuru, MD, *Psychiatry*
 Helen Gordon, *Volunteer Services*
 Jill Horne, *Communications*
 Joshua Lahav, *AVP Cancer Center Operations*
 Susan Rux, *Nursing Research*
 Delinda Pendleton, *Patient Experience; PFAC Liaison*
 Jameyshia Franklin, *Director of Patient Experience*