Luminis Health℠

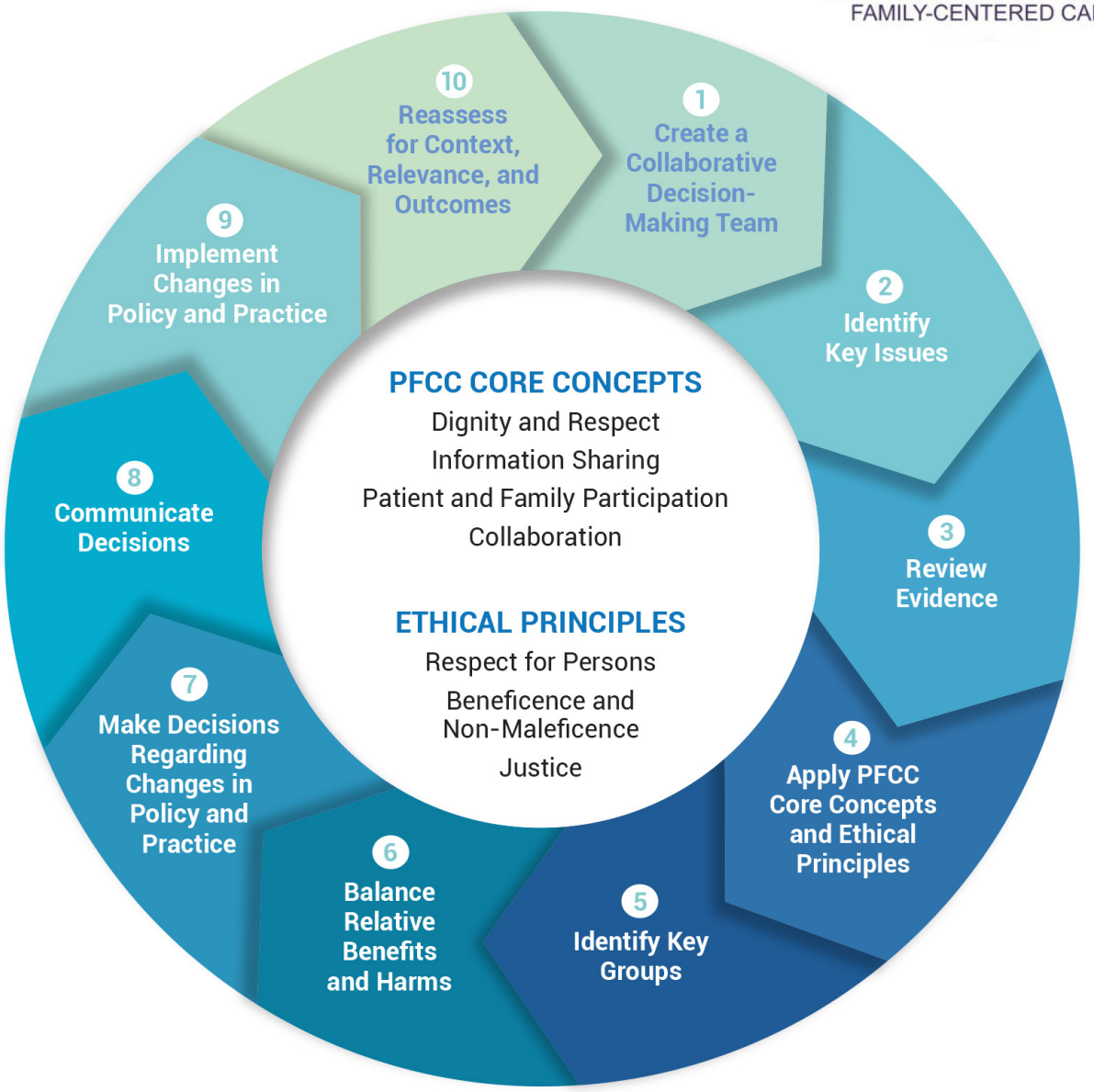
Luminis Health Anne Arundel Medical Center

Patient & Family Advisory Council Annual Report FY2026



Our Patient Family Advisors align their work with IPFCC concepts and ethical principles.

INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE



A Message from Christine Frost RN, DNP, MBA, NEA-BC

Chief Nursing Officer/Vice President Nursing

It is an honor to work alongside our Patient and Family Advisors and to witness the difference they make every day at Luminis Health Anne Arundel Meical Center (LHAAMC).

In a hospital as busy and complex as ours, it can be easy to become focused on the pace of care and the demands of the day. Our advisors help us pause, listen, and remember what matters most, the experience of the patient and family.

This past year has been especially meaningful. Our advisors showed their commitment through strong participation in our strategic planning day, sharing their experiences and perspectives to help shape the future of our work. They also brought the patient and family voice into education by role-playing with residents and our new nurses and patient care technicians, helping our newest caregivers learn through simulation in a classroom setting.

Our advisors also represented LHAAMC at the Planetree Global Person-Centered Care Forum, showcasing our commitment to elevating the patient voice in maternity care. Their participation demonstrated what is possible when patients and caregivers are not simply consulted but are truly partners in improving healthcare.

Here at home, advisors have also helped us look at care and the healing environment through a different lens, including our work to enhance the Emergency Department mental health space. Their perspective helps us consider not only what we do, but how our patients and families experience it.

What I value most about our advisors is their willingness to share their stories, ask difficult questions, challenge our thinking, and offer ideas for making care better. Their lived experiences bring something to our organization that no survey, report, or metric can fully capture.

I have had the privilege of getting to know many of our advisors, and I am continually inspired by the passion, compassion, and commitment they bring to this work. They remind all of us that behind every encounter, every number, and every hospital stay is a person and a family who deserve to be heard.

Thank you for your voices, your courage, your partnership, and your belief that we can always do better. You make LHAAMC stronger, and most importantly, you help make healthcare better for the patients and families we serve.

With gratitude,
Christine Frost, RN, DNP, MBA, NEA-BC
Chief Nursing Officer/Vice President Nursing

Vision Statement
Patient and family centered care provided at every Luminis encounter

Mission Statement
Guided by our patients and families, Luminis AAMC will enhance the health of the people we serve by advancing the understanding and practice of patient and family centered care.

About Patient Family Advisors (PFAs):
A Patient Family Advisor (PFA) is a trained volunteer with personal or family experience receiving care at Luminis Health. PFAs do not advise patients or families directly. Instead, they collaborate with hospital staff, leadership, and clinical teams to ensure that the patient and family voice is embedded in decision-making, quality improvement, and care redesign. PFAs serve on Luminis Health Patient Family Advisory Councils (PFACs) and participate in committees, workgroups, and strategic initiatives across the organization.

Luminis Health uses the IPFCC (Institute for Patient- and Family-Centered Care) framework to guide all PFCC work, emphasizing:

- Dignity & Respect
- Information Sharing
- Participation
- Collaboration



LHAAMC Patient Family Advisors Leadership

- Tom Gallagher, Co-Chair, Acute Care
- Lynn Vosburgh, Co-Chair, Acute Care
- Catherine Hewes, Co-Chair, Behavioral Health
- Sylvie Weikert, Co-Chair, Maternal Health
- Kristi Dannelly, Co-Chair, Maternal Health

Patient Family Advisors

- Nina Baker
- Greg Martin
- Everett Barnes
- Suzanne Martin
- Sherri Calvo
- Gloria Nelson
- Pat Clesh
- Nora Norris
- Loretta Gossett
- Edra Oliver
- Karen Goldman
- Elizabeth Pittman
- Ida Heck
- Jessica Probeyahn
- Beth Hiltabidle
- Diane Raymond
- Pat Holle
- Susan Sanders
- Adrienne Jacoby
- Lisa VonSchwarz
- Lucretia Jackson
- Janelle Williams
- Rod Koelker

Executive Leadership

- Christine Frost, MSN, RN VP / Chief Nursing Officer, LHAAMC
- Stephen Selinger, MD Chief Medical Officer, LHAAMC

PFAC Program Leadership

- Lil Banchero, MSN, RN Institute for Healthy Aging Patient Family Advisors Manager

Staff Advisors

- Sandra Griffth, Sr. Director Women's and Children's services
- Susan Tamereis, VP Oncology services
- Angela Young, Patient Experience Specialist, Shared Services
- Margaret Cellucci, Communication Strategist, Marketing & Communications

PFAs at Work: Year in Review

- Total PFAs at LHAAMC: 50
- Total PFAC Councils: 5
- Committees with PFA Participation: 43
- Total PFA Hours Logged: 748.47

LHAAMC PFAC Councils

- Acute Care PFAC
- Behavioral Health PFAC
- Emergency Department PFAC
- Oncology PFAC
- Women's & Children's PFAC

Committees & Workgroups

- Caregiving Committee
- Board Quality & Safety Committee
- CME/Library Committee
- Cultural Diversity Alliance
- Doula Committee
- Daily Safety Call
- Disruptive Behavior Task Force
- Diagnostic Work Group
- ED Racism Task Force
- Emergency Department Mental Health Committee
- Graduate Medical Education Committee
- Handwashing Observations
- Intensive Care Focus Workgroup
- Institute for Healthcare Improvement (IHI)
- Joint Commission
- Patient care tech committee

Labor & Delivery Quality Council

- Letters of Support to Congress
- Luminis Health Incident Command

Luminis Health Board Quality Council

- New Employee Orientation

NICU Quality Council

- Nurses Week

Nursing Research Council

- Magnet
- Open Adoption Committee
- Oncology Operations Committee
- Oncology Strategic Planning
- Oncology Unit Quality Committee
- Partners in My Care (WACPFAC Subcommittee)
- PACU Advisory Group

Pediatric Emergency Department Quality Council

- Patient Experience Committee
- Patient Safety Committee
- Role-Playing for Medical/Nursing/PCT Staff
- Root Cause Analysis Committee
- Secret Shoppers
- Stroke Committee
- State of Maryland Community Health Committee
- Workplace Violence Prevention Committee
- Visitor Management System Task Force
- Visiting Hours Workgroup



PFAC Strategic Plan 2026

Strategic Planning: Elevating the Patient & Family Voice

Every three years, Patient & Family Advisors (PFAs) participate in strategic planning to ensure the patient and family voice remains intentionally integrated into healthcare improvement and organizational priorities.

The teams focus

- Align PFA priorities with organizational **quality, safety, and Age-Friendly Health System initiatives**
- Identify opportunities to improve **patient and family experience**
- Strengthen **communication, shared decision-making, and transitions of care**
- Promote **diversity, education, recruitment, and growth** of the advisor program
- Establish measurable goals to demonstrate the **impact of the patient and family voice**

What This Means for Patients & Families

- Advancement of **Age-Friendly Care and the 4Ms**
- Improved patient and family experience
- Strengthened quality and safety efforts
- Enhanced communication and care transitions
- Increased diversity and representation among PFAs
- Expanded patient, family, and community engagement







Acute Care Patient & Family Advisory Council

The Acute Care PFAC serves as a central hub for patients and family inside and across the hospital. Requests and information flow into the council from hospital-wide committees and departments seeking authentic patient and family perspectives. Advisors actively look for new opportunities to strengthen communication and collaboration among patients, families, and staff. Their work focuses on identifying improvement opportunities that reflect real experiences at the bedside and throughout the care journey. These volunteer advisors draw on their lived experiences as patients, family members, caregivers, or chosen support persons. Their insights help shape and refine hospital policies, programs, and practices that directly influence the quality of care and services delivered at LHAAMC.

Through their partnership with clinical and operational teams, the Acute Care PFAC ensures that the patient and family voice remains a driving force in continuous improvement.

Behavioral Health Patient & Family Advisory Council

The Behavioral Health PFAC played a significant role in enhancing the Emergency Department (ED) environment for patients experiencing mental health crises. Advisors were asked how LHAAMC could create a more supportive, communal space within the ED, and their recommendations led to meaningful, patient-centered improvements. Enhancing the ED Mental Health Space Based on advisor input, the following enhancements were implemented:

- Comfortable tables and chairs to encourage conversation and connection
- Shower socks to promote comfort and safety
- Magazine, newspaper, and Kindle subscriptions to support engagement and reduce anxiety
- A dedicated Yoga channel for relaxation
- Activities such as puzzles, crayons, and cards to provide therapeutic distraction
- Improving Patient Experience

Behavioral Health advisors also helped redesign the meal menu, recommending a wider variety of finger foods that are easier and safer for patients to enjoy. A site visit to the J. Kent McNew Family Medical Center allowed advisors to evaluate the patient environment firsthand. Their feedback led to improved internet access, enabling patients to complete components of their care plans more effectively and stay connected in a safe, structured way. These contributions reflect the council's ongoing commitment to creating a more dignified, healing, and supportive environment for individuals receiving behavioral health care at Luminis Health Anne Arundel Medical Center.

Emergency Department Patient & Family Advisory Council

The Emergency Department PFAC has played an essential role in improving the patient and family experience within one of the hospital's busiest and most complex care environments. Recognizing the need for real-time insight into the ED waiting room experience, the council recommended implementing "secret shopper" observations conducted by PFAs. These observations have become an invaluable component of ongoing process improvement, offering authentic, patient-centered feedback that helps ED leadership better understand communication, wait-time perception, and overall experience from the patient's point of view. Advisors also contributed significantly to the development of two major policies:

- Culture of Mutual Care Agreement / Disruptive Behavior Policy PFAs provided perspective on how expectations for respectful interactions should be communicated to patients and families.
- Visiting Policy During High Census and ED Overcrowding Their input ensured that the policy balanced safety, operational needs, and the emotional needs of patients and families.

Through these efforts, the ED PFAC continues to strengthen the connection between patients, families, and emergency care teams, ensuring that the ED environment remains compassionate, safe, and responsive.

Oncology Patient & Family Advisory Council

The Oncology PFAC is composed of past and current patients and caregivers who bring a deeply informed and compassionate perspective to cancer care at LHAAMC. Their lived experiences uniquely position them to guide improvements that matter most to patients and families navigating diagnosis, treatment, and survivorship. The council's primary goals include:

- Promoting and supporting patient- and family-centered care
- Providing education on the patient and family experience
- Expanding the patient and family voice across LHAAMC
- Participating in hospital-wide committees and collaborating with other PFAC Program development to support patients and caregivers
- Research initiatives that reflect patient priorities
- Promoting Advance Directives education
- Palliative Care/Hospice education to the community
- Supporting organizational initiative for cancer care.

Women's & Children's Patient and Family Advisory Council (WCPFAC)

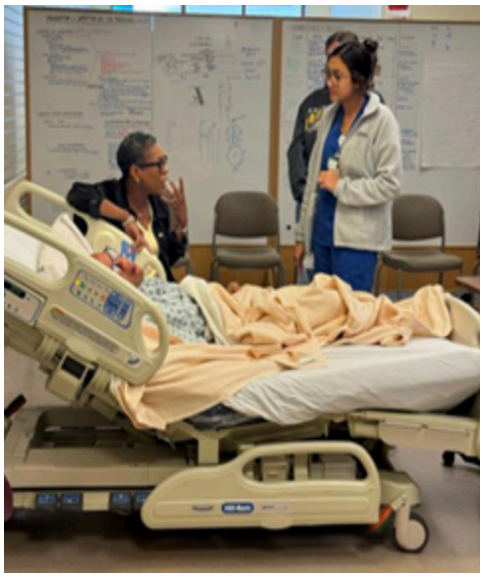


Partners in My Care Subcommittee

In response to PFAC feedback that patients' voices were not always being fully heard, the Women's & Children's PFAC partnered with Clatanoff leadership to establish the Partners in My Care Subcommittee in September 2022. Meeting monthly, the group uses Patient Experience data to identify opportunities to improve communication among staff, patients, and care teams.

Key initiatives have included enhancing patient education about hospital admission, dietary services, discharge expectations, and follow-up care. Through collaboration among physicians, nurses, midwives, doulas, dietitians, Patient Access, and Food & Nutrition Services, the subcommittee works to strengthen communication, improve the maternity care experience, and empower patients to be active partners in their care.

PFAS and Role Playing





Patient Family Advisors guide new nurse grads, medical residents and patient care technicians through hands-on, realistic communication scenarios, equipping them to navigate sensitive patient and family interactions with empathy.

PFA Diagnostic Workgroup



PFAS Partnered with interdisciplinary teams to develop an antibiotic stewardship campaign that educates the community on the risks of antibiotic overuse in older women and promotes the appropriate use of antibiotics.

Caregiver & Care Partner Advisors



These advisors bring firsthand insight into the challenges, needs, and strengths of caregiving, helping LHAAMC design resources that better support families and care partners. Their work ensures that caregivers feel informed, supported, and empowered as essential partners in patient care.

Caregiver Advisors collaborated on the development of educational materials addressing:

- Support for caregivers navigating complex care needs
- Reduction of unnecessary antibiotic use in older women
- What to expect after surgery
- Fall prevention
- Perinatal education materials

Power of 2 Stroke Mentorship Program



The Power of 2 Peer Mentorship Program pairs recent stroke survivors with trained mentors who have lived through a stroke themselves. After completing a structured training program, mentors meet with survivors to offer support in recovery.This program was conceptualized and developed by Patient Advisor Judy Crane, whose vision has created a meaningful, healing connection for stroke survivors and their families.

- Encouragement and emotional support
- Guidance through challenges
- A safe space to ask questions
- Hope, understanding, and shared experience

Advisor Achievements & Leadership







- **Planetree 2025 Global Person-Centered Care Forum:** Advisors Lynn Vosburgh, Adrienne Jacoby, and Dr. Vandyck presented.

Partners in My Care: Improving Patient Communication, Patient and Family Engagement, and Increasing Patient Empowerment in Maternity Care.

Their work showcased LHAAMC's commitment to elevating the patient voice and advancing person-centered care.

- **2026 Maryland Patient Safety Conference**

Advisors attended and contributed to statewide discussions on patient safety, reinforcing the essential role of PFAs in shaping safer, more responsive care environments.

Care Network: Supporting Care Teams





This initiative has strengthened relationships between staff and advisors, reinforcing a culture of gratitude and mutual care. During periods of increased stress, Patient and Family Advisors created a Care Network to support frontline teams.

Advisors provide:

- Snacks and beverages
- Words of appreciation
- Encouragement and emotional support
- Compassionate connection during challenging times

Patient & Family Advisors in the Community





PFAs extend their impact beyond the hospital walls, supporting community health and outreach efforts. Advisors supported one of the region's largest 55+ communities Heritage Harbor Health Fair sharing information about LHAAMC services and education on patient family advisors' program. PFAs participated in Pride Month activities, reinforcing Luminis Health's commitment to inclusivity and community partnership. Cancer Infusion Support Drive Advisors organized a donation drive to support patients receiving cancer infusions on campus providing comfort items and encouragement during treatment. Attended Nurse week fair to educate staff on patient and family advisor program.





2026 Davidson Award Winners: Oncology



The Dick and Janet Davidson Award recognize extraordinary advances in Patient-and-Family-Centered Care.

It honors teams that engage Patient Family Advisors from start to finish initiatives that improve care experiences. In 2026, the Oncology team received this prestigious award for their work in strengthening communication, empowerment, and patient engagement throughout the cancer care journey. Award funds support the continuation and expansion of this impactful work.

Oncology Art Donation



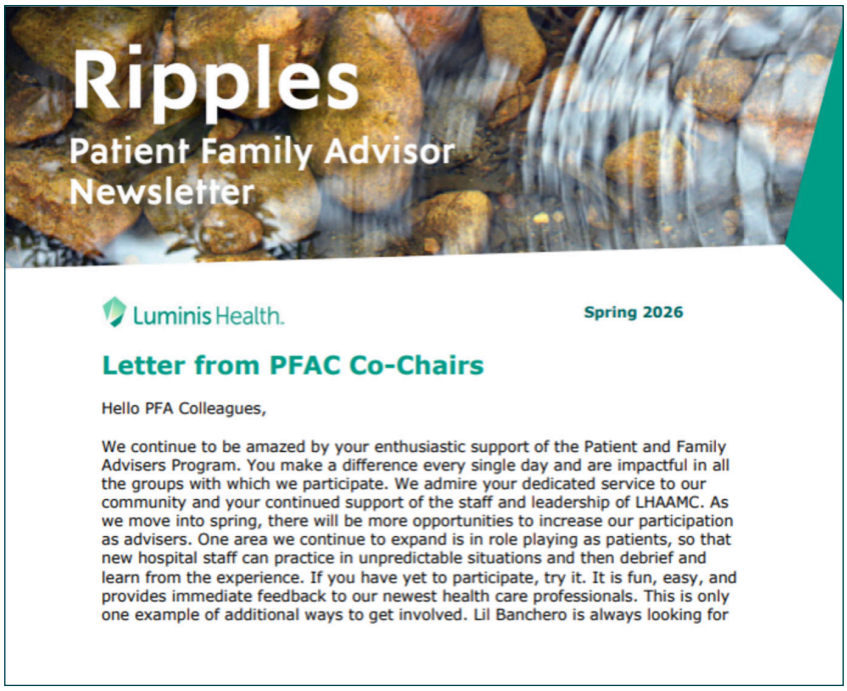
The Oncology PFAC facilitated a meaningful art donation to enhance the healing environment within the Cancer Center. These contributions help create a more comforting, hopeful space for patients and families undergoing treatment.

Annual LHAAMC / LHDCMC Advisor Dinner 2026



The annual Advisor Dinner celebrates the dedication, partnership, and impact of Patient and Family Advisors across Luminis Health. This event honors the contributions of PFAs, strengthens community, and reaffirms the organization's commitment to patient- and family-centered care.

Ripples Newsletter Created and Published by Patient Family Advisor


Ripples
Patient Family Advisor Newsletter

Luminis Health.

Spring 2026

Letter from PFAC Co-Chairs

Hello PFA Colleagues,

We continue to be amazed by your enthusiastic support of the Patient and Family Advisers Program. You make a difference every single day and are impactful in all the groups with which we participate. We admire your dedicated service to our community and your continued support of the staff and leadership of LHAAMC. As we move into spring, there will be more opportunities to increase our participation as advisers. One area we continue to expand is in role playing as patients, so that new hospital staff can practice in unpredictable situations and then debrief and learn from the experience. If you have yet to participate, try it. It is fun, easy, and provides immediate feedback to our newest health care professionals. This is only one example of additional ways to get involved. Lil Banchero is always looking for

In Loving Memory of Charlene Van Meter, Patient Family Advisor



Charlene Van Meter left a lasting impact on our organization and on the patients and families she served as a dedicated Patient and Family Advisor. Her compassion, advocacy, and commitment to improving the healthcare experience reflected the very best of patient- and family-centered care.

In her honor, we established the **Charlene Van Meter Patient and Family Advisor Excellence Award,** presented annually to an advisor who demonstrates exceptional partnership, advocacy, compassion, and dedication to the patient and family voice.

Charlene's legacy continues to inspire us to listen, speak up, and work together to make care better for every patient and family.

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