

# Progress West Healthcare Center Patient and Family Advisory Council

## 2011 Annual Report



Safety + Courtesy + Expertise + Efficiency



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## From the Chair

It is my immense pleasure to serve Progress West Healthcare Center on the Patient and Family Advisory Council (PFAC). The formation of PFAC began with the Planning Committee. This was a group of committed individuals composed of patients, family members, and PWHC team members. They met weekly and spent extensive time and energy examining the patient journey, studying the concept of patient-centered care, and laying the foundation for our council. Their work was invaluable to the formation of our PFAC and the process of promoting patient- and family-centered care at PWHC. We want to express our deepest appreciation and thanks to each of them.

The PWHC PFAC is composed of community members (patients and patient family members) and team members (PWHC employees). The community members of our PFAC have been selected from former patients and family members of patients from PWHC. They are held to the same high standard as volunteers at PWHC. Therefore, each member is processed through multiple interviews after submitting a written application packet, just as any volunteer is required to do. Team members are chosen from a variety of departments in the hospital. Orientation to both PFAC and PWHC is provided for council members to familiarize them with the purpose of a PFAC, the concept of patient-centered care, and PWHC functioning and service culture.

The PWHC PFAC is here to serve the hospital and community by encouraging the practice of patient- and family-centered care with safety, compassion, expertise, and efficiency. Patient- and family-centered care is a concept being implemented across the country in recognition of the need to involve not only the patient, but family members and other significant individuals in the patient's life concerning health care decisions. This affords the highest standard of health care and a positive patient journey to all patients and families, while also promoting high satisfaction among those providing health care.

Our council began meeting in July 2011, so we are still formulating how we "look" and function within PWHC. We have, however, already experienced several successes, which are highlighted later in this document. In 2012, we look forward to expanding our involvement, visibility, and activity, including participation on various hospital committees. We expect to work in cooperation with our PWHC health care providers to provide the best, most compassionate care possible while living true to our service priorities of safety, courtesy, expertise, and efficiency. The PWHC PFAC may be in its infancy, but we anticipate growing as a presence in our hospital in an effort to facilitate improving the patient journey.

To each PFAC member, thank you for your dedication and commitment to serve, sacrificing your time to work for what you believe will benefit patients, families, and health care providers by changing the way health care is provided.

Karen Arico, MEd  
PWHC PFAC Chair



## From the PWHC Coordinator

What an exciting year we have had as we have begun the Progress West HealthCare Patient Family Advisory Council! The Journey of Progress West HealthCare began many years ago as BJC healthcare determined a need in St. Charles County. Not only did BJC see a need for hospital beds, but also the leaders saw a need to provide an exceptional patient centered care experience and a workplace that had the highest engagement of employees to provide that level of care. Progress West HealthCare has delivered on the expectation as evidenced by our Key Result Areas

Our President, John Antes spoke of our success at our 5 year anniversary celebration, "over the past five years we have consistently performed across all our Key Result Areas in a manner of which each of you should take great pride.

- Our **Patient Satisfaction** performance has stayed strong by continually performing at the very top of hospitals nationally, year in and year out.
- Our **Clinical quality**, as measured by our Best-In-Class metrics, has consistently placed us in the top 10% of hospitals nationwide for many clinical outcomes.
- Our **Employee Engagement** results have remained not only at the top of BJC hospitals but also in the upper tier of hospitals and non-hospital companies across the country.
- We have **grown** in numbers every year since opening, despite the difficult economy. In all but one of our five years, we grew by double digits.

We are dedicated to continuing this excellent performance and can only do so with the dedication and commitment of our Patient Family Advisory Council who serve as the voice of the patient and are committed to sustain and improve the delivery of a compassionate patient centered care experience for our patients and families as they use our services as PWHC.

We have a challenge ahead of us as we work to integrate the patient and family voice into the patient experience. In 2001, the Institute of Medicine's report, *Crossing the Quality Chasm: A New Health System for the 21st Century*, called for health care systems that:

- Respect patients' values, preferences and expressed needs to be involved in their care
- Provide the information, communication, and education that people need and want
- Guarantee physical comfort, emotional support, and the involvement of family and friends
- Provide transformational change in healthcare

PWHC has made great strides in delivering on the challenge but we will need your continued support and insight as we travel on this journey. I am deeply indebted to you for your time, wisdom, and passion for all that you contribute to our endeavor.

Lynn Dull, LCSW  
Supervisor Education, Spiritual Care, and Volunteer Services  
PWHC PFAC Coordinator



## Overview

Progress West Healthcare Center (PWHC) began its initiative to form a Patient and Family Advisory Council (PFAC) with the formation of a planning committee. The first meeting of that group was held on January 12, 2011. For the next two months, the group met weekly to formulate the vision, mission, and goals of the PWHC PFAC, drafting the governing documents.

The basic tenets of the PWHC PFAC developed by the PFAC Planning Committee are:

**Vision:** To be the driving force in perfecting the delivery of patient and family centered care with excellence and compassion.

**Mission:** Serving as the voice of patients and families to ensure the delivery of the highest standard of safe and compassionate care.

### PFAC Goals:

The PFAC advocates for patients and families by:

- *Demonstrating mutual respect and open communication*
- *Contributing to the development of patient and family education and communication material*
- *Participating in the development and planning of patient and family satisfaction initiatives*
- *Seeking to understand and involve the patient and family member's perspective in decision making*
- *Generating new program ideas to benefit patients, family members and caregivers*
- *Empowering patient and family members to be active participants in their care through open communication*
- *Promoting change within the hospital in partnership with the healthcare team and community*

The PWHC PFAC began meeting monthly in July 2011 in the PWHC building. The group is currently composed of ten (10) patient or family members, five (5) PWHC team members, and the PWHC coordinator. Team members represent a variety of departments within the hospital.



## Accomplishments

In the five months of its existence, the PWHC PFAC has accomplished or been instrumental in accomplishing the following:

- The members received orientation and education concerning the role of a PFAC, Patient-Centered Care, and the role of a volunteer at PWHC.
- PFAC members were interviewed, vetted, and oriented, as are all PWHC volunteers.
- The Patient Journey Exercise was completed, allowing members to share stories as well as to evaluate the various processes within the hospital, searching for areas of the journey needing improvement and for bright spots.
- A PFAC brochure for general distribution was produced with input from members.
- PFAC members helped to plan the first annual Remembrance Service, in cooperation with the PWHC Chaplain, which was held in January 2012.
- Input from the PFAC resulted in a change in the use of the triage room in the Emergency Department.
- PFAC members contributed ideas and information for the creation of the Awesome Arrival tray placard of information.
- Debbie Ilges, Clinical Manager of Patient Care Services, provided education concerning patient satisfaction scores and how to improve them, and solicited feedback from PFAC. PFAC members gave extensive input concerning patient satisfaction scores, how to improve those scores, the displaying of scores on computers, and the lack of general understanding of those scores by non-medical personnel.
- Barb McLaurine presented information on Progress West branding and received input from PFAC members.
- PFAC members gave input on the concept of a Patient-Family Cart.
- PFAC members contributed 186.25 hours in 2011. That equates to \$5,116 at the average PWHC wage rate; \$3,482 at the average MO wage rate.  
[www.Independentsector.org](http://www.Independentsector.org)



## **Measure of Success**

2011 Measures of Success included:

- Begin formation process by initiation of PFAC Planning Committee in 1<sup>st</sup> Quarter of 2011
- Begin PWHC PFAC meetings by 3<sup>rd</sup> Quarter of 2011

2012 Measures of Success will include:

- Number of times PWHC PFAC is sought for opinion, input, cooperation, feedback
- Number of PWHC committees with PFAC participation
- All PFAC members fully oriented

## **Goals for 2012**

In order for the goals of PFAC to be successful, the leadership and team members of PWHC must be aware of PFAC, accepting of its role at PWHC, and be willing to engage PFAC members in appropriate hospital activities.

General goals, therefore, include:

- Involvement of PWHC leadership in all PFAC meetings
- Involvement of PFAC members in pertinent PWHC committees
- Increased awareness of PFAC, its purposes, and its goals by PWHC leadership and team members through education and communication

## **2012 Initiatives**

Initiatives for 2012 that will involve PFAC through action and/or input include:

- Participate with ED to provide input and feedback concerning methods to improve and enhance processes
- Participate with appropriate committee concerning more secure processes for pediatric patients

## **Potential 2012 Initiative Activities**

- Open house event(s) to expand knowledge of PWHC and its services in honor of its 5 years of service



## PFAC Member Testimonials

*It has been an incredible experience listening to how individuals have received tremendous care as patients and family members at the place where I love to work! Serving on the PFAC has been a great opportunity to hear what needs to be changed and how we can make things even better.*

T. Laughman, PWHC Imaging Services, PFAC Member

*Simply stated...serving on PFAC is a great opportunity to be part of making the very good become excellent! This facility is composed of a tremendous group of individuals who provide a level of care that exceeds the ordinary. However, they aren't satisfied with where they are. These are professionals who want to excel in delivering care that is not only excellent, but truly patient and family centered. Through their interaction with the members of the PFAC, that goal will be realized. How exciting to be part of that!*

K. Arico, Family Member, PFAC Member/Chair

*PFAC inspires me as a health care worker to incorporate the patient's perspective into everything I do; whether it's in a process improvement meeting or providing care at the bedside.*

K. Roderique, RN, Patient-Family Relations Consultant, PFAC Member

*For me, serving on the PFAC board is a combination of our vision and our mission. I enjoy the idea that I am serving as a voice for the patients and their families in order for them to receive the very best care in a safe and compassionate setting. With the help of the other board members, the deliverance of patient and family centered care with excellence and compassion will be accomplished.*

B. Hoefel, Family Member, PFAC Member