



## New England Rehabilitation Hospital Patient and Family Advisory Council (PFAC) Annual Report 2011

New England Rehabilitation Hospital (NERH) is submitting this PFAC Annual Report in compliance with Massachusetts regulations (105 CMR 130.1800 and 130.1801) related to Patient and Family Advisory Councils (PFAC). This report is available to patients, the general public, and the Massachusetts Department of Public Health on NERH's website at <http://www.newenglandrehab.com>.

The PFAC's design is consistent with that described in 2010 with the addition of two (2) new patient members both of whom joined the Council in September 2011. The membership as of this annual report brings the patient representation to six (6) former patients, two (2) family members and four (4) staff members. All members have served actively and enthusiastically and agree that the goals of the PFAC have clearly been met over this past year and since its inception in June 2010. NERH has benefited greatly from the involvement and input from the PFAC.

Since our last Annual Report the NERH PFAC has met four times in December 2010, March 2011, June 2011 and September 2011. This frequency was consistent with our plan for quarterly meetings. Each meeting has a well organized agenda that starts with a review of the previous month's minutes and follow-up on any action items. Following completion of the agenda the PFAC members stay for lunch and fellowship.

PFAC updates are a regular agenda item at NERH's monthly department head meetings where we remind staff to submit names for any potential members and ideas for PFAC topics.

The Council focused on improving care transitions this year both from the acute care to NERH and from NERH to the community. Timely and effective communication with patients and family members, patient education, and recruitment of additional patients and family members were identified as additional priority areas. Accomplishments to date include but are not limited to the following:

- ✓ Final revision of the discharge medication teaching form
- ✓ Efforts to begin patient and family centered discharge medication teaching the day before discharge
- ✓ Redesign of the Admitting Brochure based on specific improvement suggestions by the PFAC
- ✓ Suggested improvements to the Case Management brochure in an effort to clearly communicate essential information about the role of the case manager, how discharge decisions are made, and the patient's expected length of stay
- ✓ Expanded outreach efforts to promote greater engagement of PFAC such as a full size poster located in the lobby, PFAC topic of the month at leadership meetings and in staff newsletter, and 1:1 conversations with potential members
- ✓ Formal PFAC survey of new Joint Commission (JC) Speak-Up videos to assess their value as a patient education resource for NERH; submitted formal survey results to JC
- ✓ Provided specific suggestions to improve Stroke Program's Patient/Family Education booklet
- ✓ Offered specific ideas to NERH Infection Preventionist on how to successfully empower patients to speak up about hand washing

- ✓ Hosted a guest speaker Deb Wachenheim representing "Healthcare for All".
- ✓ Revised case management discharge instructions form to include need to know information as identified by the PFAC and incorporate more plain language.
- ✓ Changes to the post discharge follow-up phone calls to insure that key transition risk points are addressed

Several of these PFAC initiatives have already resulted in measureable improvement in patient and family satisfaction as reported by our vendor Press Ganey. Our mean ratings in addition to our percentile ranking compared to all hospitals in the Northeast region have both improved significantly. We attribute this success in providing patient centered care to more formal involvement by patients and family members in program design. See Attachment for key metrics that we used to measure our success specific to PFAC's priorities this past year.

Next steps: The next PFAC meeting is scheduled for December 2011. Potential topics for this coming year that have been identified by senior leadership include a review of additional patient education materials, continued efforts to improve transitions of care, noise level, food quality, hospital signage, and patient friendly financial communication. The PFAC Annual Report for 2011 will be shared with Governing Body at their upcoming meeting and posted on the NERH website for public review.

Attachment (1)

