

2021 Annual Report

The Patient and Family Voice



~ Mission ~

- *To integrate the patient perspective into every aspect of the patient experience*
- *To provide an avenue for the voice of the patient to be heard through staff education on patient/family issues*
- *To promote a culture and work in partnership with HCH/FPA to develop and deliver the safest and highest quality care and service to patients and their families*

2021 ANNUAL REPORT

**HOLTON COMMUNITY HOSPITAL
PATIENT AND FAMILY ADVISORY COUNCIL
Known as: THE PATIENT AND FAMILY VOICE**

**Originated: June 30, 2016
Report Date: February 8, 2022**

ACKNOWLEDGED BY:

BOARD OF DIRECTORS - PFE REPRESENTATIVE / DATE

CHIEF EXECUTIVE OFFICER / DATE

DIRECTOR OF QUALITY / DATE

PATIENT & FAMILY ADVISOR / DATE

MEMBERSHIP

What is the total number members on the staff Patient and Family Advisory Council (PFAC) Steering Committee?

- ◆ 8 Staff Members
 - **Loretta Fitzgerald, Employee Health, Infection Prevention & Safety Officer**
 - **Krista Eylar (CNO/DON)**
 - **Rachel Gross, Family Medicine Clinic Manager**
 - **Jackie Halls, SLS Program Director (resigned July)**
 - **Lisa Moore, Director of Rehabilitation Services**
 - **Carrie Saia, CEO**
 - **Cody Utz, Director of Quality and Patient Care Services**
 - **Nicole Wilson, Director of Home Health and Hospice**

What is the total number of Patient and Family Advisors (PFAs)?

- ◆ 8 Members
 - **Mark Aeschliman**
 - **Jenny Bowhay (resigned June)**
 - **Tammy Elliott**
 - **Mallory Jacobs**
 - **Nicole Meerpohl (joined April)**
 - **Dennis Mulroy**
 - **Gregg Watkins (joined March)**
 - **Theresa Watkins (joined April)**

Who is the PFAC Co-Chair for the Organization side?

- ◆ Cody Utz

Who is the PFAC Co-Chair for the PFA side?

- ◆ Tammy Elliott

Who is the PFAC Board of Directors Representative?

- ◆ Mark Aeschliman

The Journey—The Patient and Family Voice is pleased to provide its sixth Annual Report. This report focuses on outlining progress and accomplishments throughout 2021. The team of PFAs meet monthly on the 2nd Tuesday from 6:30—7:30 p.m. and met a total of ten times throughout the year. Due to the COVID19 pandemic, the council met exclusively on a virtual basis in 2021. The council utilizes an agenda, meeting minutes and activity tracker to organize and continually monitor the team's work and progress.

ACCOMPLISHMENTS

Project Work Accomplishments 2021

Price Transparency—Carrie Saia, CEO, talked PFAC group through new information posted on the hospital website to be in compliance with additional CMS regulations regarding price transparency. PFAs offered insight including the addition of test/procedure pricing listed by payer.

Visitor Flyer—PFAs reviewed and offered suggestions for edits for visitor flyer specifying visitation restrictions related to the prevalence and transmissibility of COVID19. Viewed final draft the following month with recommended revisions.

COVID19 Vaccinations—Group discussion about the upcoming community rollout of COVID19 vaccinations—members offered insight and recommendations regarding preferred platforms to inform public, frequency of communication.

Patient Portal FAQs— PFAs reviewed a FAQs (Frequently Asked Questions) document available on the hospital website specific to the patient portal. Members drafted additional FAQs and offered suggestions for current listing including instructions to cease unnecessary automated appointment reminders.

Inpatient Whiteboards— The group worked through a project to view a rough draft version of new dry erase whiteboards for display in new inpatient hospital rooms. PFAs offered edit suggestions for nursing to incorporate with the whiteboards.

Epion (Patient Self-Check In product)— Two PFAs personally evaluated the self-check in tool during office visits at the Family Medicine clinics and provided feedback for the HCH IT team.

Seeing a Provider— The Administrative Team posed specific questions regarding the patient perspective on hesitation to seek healthcare or see a clinic provider during the COVID19 pandemic. PFAs provided feedback reinforcing that patients are hesitant to seek healthcare that can be delayed at this time.

Digital Portable X-ray Unit—Radiology crafted a power point presentation for the PFAC group to inform and promote new imaging technology now available for bedside X-rays in the ED, inpatient unit, surgery and even at the back door for COVID patients.

ACCOMPLISHMENTS

Ethics Committee—The team learned about a newly formed Ethics committee implemented within the organization. PFAs strongly recommended the creation of a brochure/informational handout to inform patient/families of the service.

Mental Health Awareness Activities—Jackie Halls, Director of Senior Life Solutions Program, offered a presentation to promote and inform PFAs of Mental Health Awareness month activities both internally and externally. Members offered ideas for future awareness activities.

Facility Tour/Walk-Through—PFAs were onsite to tour the newly constructed and/or renovated areas of the hospital and family medicine clinic. The group made note of several potential signage enhancements, recommendation for brochure holder location and noted a security issue within the courtyard area.

Walk with a Doc—The group was updated about a new community offering where a HCH provider will be available to walk and talk with community members once a month at the Holton dog park. A project in partnership with BCBS.

Secret Shopper—Opportunity for PFA(s) to anonymously place phone calls to the organization inquiring about pricing and then critique the experience. One PFA had inadvertently recently made such a call/request and provided positive feedback of the experience.

Supporting HCW during the COVID19 Pandemic—The Admin team inquired with the group for simple/easy ideas to support healthcare workers during COVID19 pandemic. Ideas and insight offered by the group included artwork from local schools/students for HCW, small treat/candy bar with a positive message, therapy dog visits.

New Hospital Website—PFAs virtually viewed together the new hospital website on several different occasions noting different edit suggestions/enhancement opportunities to incorporate.

Flu Shot Clinic—Shared information regarding availability of drive-through flu shot clinic every weekday along with offering of COVID19 vaccines. PFAs suggested adding availability information to the website

3D Mammography—Provided education regarding new 3D mammography technology available at HCH. PFAs offered several ideas for promoting the upgraded service line.

ACCOMPLISHMENTS

Patient Appointment Reminder Flyer—The IT department utilized feedback from the Patient and Family Voice team to enhance an informational flyer that educates patients on how to manage the digital and phone appointment reminders from the family medicine clinic.