

# 2022 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*

# 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**  
*(resigned 09/2022)*
  - **Krista Eylar (CNO/DON)**
  - **Rachel Gross, Family Medicine Clinic Manager**
  - **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**
  - **Tammy Elliott**
  - **Mallory Jacobs**
  - **Nicole Meerpohl**
  - **Dennis Mulroy**
  - **Gregg Watkins**
  - **Theresa Watkins**

**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 seventh Annual Report. This report focuses on outlining progress and accomplishments throughout 2022. The team of PFAs meet monthly on the 2nd Tuesday from 5:30—6:45 p.m. and met a total of ten times throughout the year. Due to the COVID19 pandemic, the council met virtually until April at which time in-person meetings resumed. The council utilized an agenda, meeting minutes and activity tracker to organize and continually monitor the team's work and progress.

# ACCOMPLISHMENTS

## Project Work Accomplishments 2022

**Dry Needling**—educational presentation prepared by Physical Therapist, Kara Tanking, DPT, sharing about Dry Needling, a new service line to be offered at HCH soon. PFAs reviewed a newly created Dry Needling brochure and offered feedback and edit suggestions for the final brochure draft.

**Infection Prevention Committee**—Loretta Fitzgerald, Infection Prevention nurse, shared about a newly formed Infection Prevention committee inviting any PFA with interest consider joining this committee as a patient representative.

**Orthopedics Billboard**—PFAs reviewed and gave feedback on rough draft versions of a new billboard to promote Orthopedic services at HCH.

**Pulmonary Rehab Welcome Letter**—the Cardiovascular department is launching a new program, Pulmonary Rehab. The group reviewed and edited the draft letter.

**Home Health and Hospice Quality**—Nicole shared a presentation on the goals and quality ratings for the Home Health and Hospice (HH&H) program at HCH. Most recently, HH&H met all quality goals for both programs—a first under Nicole’s leadership.

**Pulmonary Rehab**—Cody shared education (prepared by Nancy Kathrens, CVS Director) on the patient benefit and eligibility for the new Pulmonary Rehab program which admitted its first patient on 05/10/2022.

**Marketing Insight**—PFAs gave insight and provided marketing feedback on experiences and preferences including: Google Ads, Consumer Reviews, utilization of local faces vs stock photos, text messaging.

**Specialty Clinic Providers/Services**—Krista led discussion to learn community needs for specialists/services within the outpatient specialty clinic.

**Open House/Surgeons**—Krista led discussion on interest in a potential open house to meet/promote new surgeon and surgical services.

**Medicare Plans**—PFAs engaged in discussion regarding “is there a need for community education on choosing the right Medicare plan?”

**Swing Bed Program Mission Statement**—PFAs reviewed and shared feedback on the Swing Bed Program’s Mission statement draft.

# ACCOMPLISHMENTS

**Discharge Home Checklist**—Krista shared a sample/draft brochure of a preparing to discharge home checklist and PFAs offered insight and edit suggestions.

**Where have all the Workers Gone**—Engaging conversation as an identified community problem brought forth by Mark, PFA, regarding lack of workers/applicants across many industries.

**Swing Bed Pamphlet**—PFAs reviewed and edited a draft version of a Swing Bed services promotional pamphlet/brochure.

**Home Health and Hospice Signage**—the group took a walking tour and viewed current signage that directs patients/visitors to the Home Health and Hospice department. Several potential enhancements were notes/recorded and shared with Home Health and Hospice Director.

**Radiology Pregnancy Consent Form**—PFAs reviewed and edited a consent form utilized in the Radiology department for women in childbearing age undergoing imaging that exposes the patient to radiation.

**COVID Masking and Signage**—shared current changes/relaxation with the masking and signage relative to the COVID19 pandemic in the healthcare setting.

**Ending Isolation after Hospitalization due to COVID-19 Brochure**—the group reviewed and offered edit suggestions for enhancement of the brochure.

**Radiology Doorbell Signage**—the group took a walking tour to the Radiology waiting room area to view current signage and offered enhancement ideas.

**Swing Bed Notepads, Flyer and Business Cards**—Krista presented several Swing Bed promotional items (notepads, flyer and business cards) and PFAs reviewed items and offered insight and edit suggestions to be incorporated into the final version.

**How to Improve Star Ratings on Websites?**—PFAs led conversation on ideas to improve star ratings seen online by inviting patients to leave a review.