

BRAINTREE REHABILITATION HOSPITAL

Patient and Family Advisory Council Annual Report – 2015

Braintree Rehabilitation Hospital

Date of Report: September 22, 2015

Year Covered by Report: October 1, 2014 - September 30th 2015

Year PFAC Established: 2010

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PFAC Purpose, Membership, and Structure

Purpose: Provide a forum that enables patients and family members to have direct input into the development of policies, programs and practices at Braintree Rehabilitation Hospital.

Recruitment: Members are recruited via staff recommendations and Annual Patient Recognition Ceremony.

Selection of Members / Election of Officers: Interested members complete an application; they are then interviewed by PFAC members. New PFAC members must also complete the volunteer orientation process and a successful TB and CORI background check. Officers are nominated by PFAC members. Current co-chair is a former patient. Administrative / Staff Liaison Co-Chair: Director Case Management.

Term of Service: PFAC members serve a minimum of a one year term with a preference for a 2 year term. PFAC co-chairs will serve a minimum 2 year term.

Current Structure/Design: 2014/2015 PFAC consists of 7 former patients/family and 1 BRH staff member. The current Co-Chairs are a BRH staff representative and a former patient. Active recruitment is on-going for new members. Meetings occur on a quarterly basis or more often as the committee requests to meet. Each meeting has a well organized agenda with standing items of facility and state quality care measures along with facility initiatives brought forth by PFAC Committee members, ongoing PI teams, Patient/Family Satisfaction Survey results, etc.

Minutes are taken and reviewed each meeting for needed follow-up items. An annual report is shared with the Governing Body. This annual report is available to patients, the general public, and the Massachusetts Department of Public Health on BRH's website at www.braintreerehabhospital.com

Orientation and Continuing Education

Orientation of New Members: New PFAC members are issued a PFAC binder consisting of the background and purpose of PFAC, previous agenda's and meeting minutes, previous projects, and annual reports. Continuing education opportunities are presented during PFAC meetings as well as notifications re: webinars/outside opportunities.

PFAC Impact and Accomplishments:

Projects/Accomplishments for 2014- 2015 year include:

- Transition of a new PFAC Co-Chair
- Successful recruitment of new PFAC member
- PFAC Co-Chair former patient participating/presenting in HCFA Annual Meeting Meetings in 2014 and 2015
- PFAC Co-Chair former patient representing BRH on HCFA Advisory Council
- Development of a volunteer Patient Advocate Role

Goals for 2015-2016:

- Recruitment efforts for the PFAC Committee
- Evaluate a member joining a BRH internal Committee of their choice
- A campaign to spread the word regarding the role and goals of the PFAC Committee to staff, patients and families