

Temple Health

Jeanes Campus



TEMPLE UNIVERSITY HOSPITAL – JEANES CAMPUS

Patient and Family Advisory Council Annual Report January 2024

Kathi McDonough
Patient and Family Advisory Council Chair

“Nothing for me without me”

∞ Established 2018 ∞

Jeanes Campus Patient and Family Advisory Council (PFAC)

The PFAC, established January 2018, serves as a “voice” for patients and families who have received care and services at Jeanes Hospital. The council is dedicated to strengthening collaboration between patients and family members and the health care team so as to enhance Jeanes Hospital’s ability to deliver the highest standard of safe, comprehensive and compassionate health care. It serves as an effective mechanism for adopting the concepts of patient- and family-centered care.

Information and requests flow into PFAC through hospital wide committees and departments seeking the patient and family’s perspective. PFAC members continually look for new opportunities for communication and collaboration among patients, families and staff and strive to identify and support opportunities for improvement from the patient and family perspective.

As written in our bylaws, PFAC strives to:

- Provide information to administrative and clinical staff about the needs and concerns of patients and family members
- Collaborate with administrative and clinical staff to improve services that affect patients and family members
- Participate in the design and renovation of patient and family care areas and public spaces
- Assist in the planning of new patient-related programs
- Serve as a resource to the health care team, providing the patient and family perspective on a wide variety of patient-related issues, including patient safety, staff recruitment, program planning, services, policies, and educational materials.

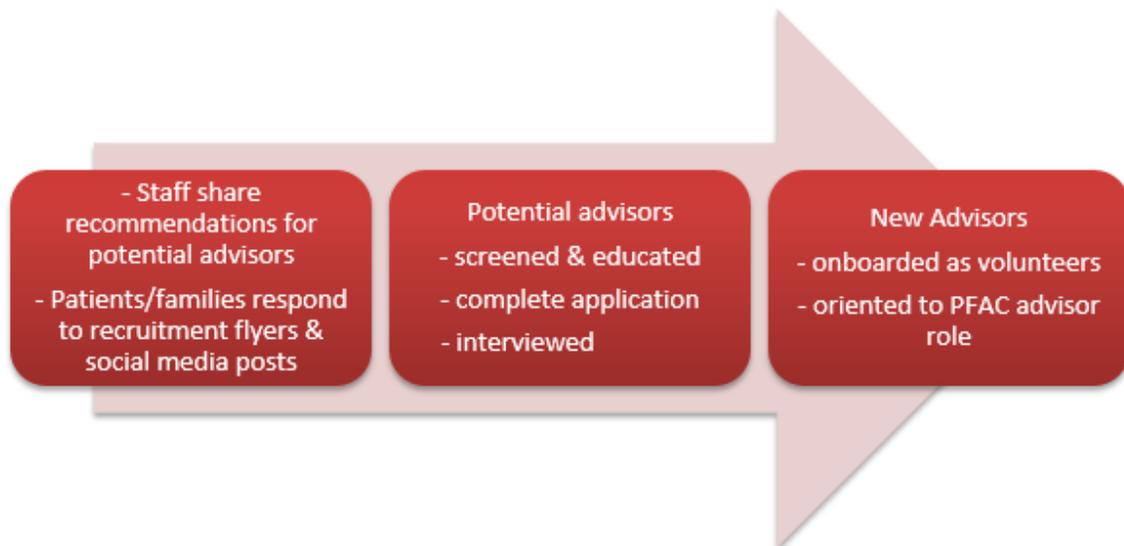
PFAC Structure

Currently the PFAC has 8 active patient/family advisors and 6 staff advisors who represent various departments and services within Jeanes campus. Efforts are ongoing to recruit more diverse patient/family advisors to meet the goal of 12. PFAC meets monthly and reports directly to the Patient Experience Committee.

Recruitment of Advisors

The Jeanes Campus uses various tactics to recruit patient and family advisors to serve on the PFAC, including posting of flyers in public areas and on social media sites, participation in the annual Senior Health & Wellness Fair, and updating the PFAC web page that exists on the Jeanes Campus web site. The PFAC web page

(<https://www.templehealth.org/locations/jeanes-hospital/patients-family-friends/patient-family-advisory-council>) provides an overview of the PFAC core concepts and houses the advisor photos and their short bios, highlighting their experiences at Jeanes and why they serve on the PFAC. Efforts to recruit from various community organizations continues. The diagram below outlines the steps taken to recruit advisors. A list of the qualities we look for are also noted below.

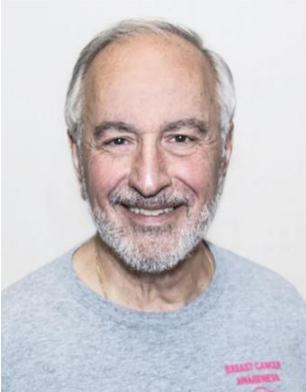


Advisor Qualities

We seek individuals who are able to:

- Share insights and information about their experiences in ways that others can learn from them
- See beyond their own personal experiences
- Show concern for more than one issue or agenda
- Listen well
- Respect the perspectives of others
- Speak comfortably in a group with candor
- Interact well with many different kinds of people
- Work in partnership with others

Meet Our PFAC Patient & Family Advisors



Anthony Dello Russo



Mary Lana Finnerty



Jeanne Hannum



Kathi McDonough
Chair



Frances Pollock



James Pollock



DeVonne White

PFAC Advisor Orientation and Ongoing Education

Each patient/family advisor is on-boarded as a volunteer and oriented specifically to his/her role as an advisor.

Speakers are invited to attend PFAC meetings on a regular basis to educate advisors regarding FCCC programs, initiatives, and departments. Topics are identified based on opportunities for improvement, as well as the council’s expressed interest. Speakers also ask to attend the meetings to gather patient and family perspectives regarding existing and proposed programs, processes, initiatives and research studies.

2023 Presentations/Speakers	
Matt Shelak (Executive Director) Operational Updates	Monica Kolb (Staff Chaplain) Chaplaincy Program
Allison Arnone (Campus Planning & Design) Update on Space Projects	Amanda Snider (Marketing) PFAC Recruitment Flyers; Webpage Update
Kara Stromberg (Food/Nutrition Services) Program Overview	Dr. Jocelyn Edathil (Patient Experience) AVS/Discharge Summary
Gilda Chinnici (Patient Access) Program Overview	Joseph Alfonsi (Patient Access/Call Center) Overview of Access/Call Center

As part of its annual strategic planning process, advisors attend a retreat to identify improvement priorities for the year. From this process, key themes are identified, educational sessions are scheduled, and tactics are set.

Jeanes PFAC – Year in Review

2023 Retreat – Key Themes

- **PFAC**
 - Increase recruitment efforts
 - Imbed PFAC more in operations
- **Patient Education**
 - Increase TV education
 - Increase education re: chronic illnesses
 - Increase non-medical resource materials
- **Registration**
 - Improve & update process
 - Enhance pre-visit check-in

2023 Projects
AVS-Discharge Summary
Marketing PFAC
PFAC Bylaws
Reporting Patient Results to Outside Practitioners
Patients Obtaining Test Results
Ways to be an Engaged Patient

PFAC Evaluation: Areas of Opportunity

- Organizational leadership support
- Support to succeed in mission
- Implementation of recommendations
- Diversity of PFAC
- Competency of PFAC advisors

Special Thanks to Staff Advisors of the PFAC

Rebecca Armbruster, *Executive Sponsor*

Denise Nawalany, *Rehabilitation Services*

Rosemarie Schlegel, *Volunteer Services*

Kristen Smith, *Operations*

Maria Solitro, *Nursing*

Delinda Pendleton, *Patient Experience; PFAC Liaison*