



## PFAC Annual Report

### Form

Health Care For All (HCFA) advocates for health justice in Massachusetts by working to promote health equity and ensure coverage and access for all. HCFA uses direct service, policy development, coalition building, community organizing, public education and outreach to achieve its mission. HCFA envisions a day when everyone in Massachusetts has the equitable, affordable, and comprehensive care they need to be healthy.

#### Why complete an annual report for my PFAC?

Under Massachusetts law, hospital-wide PFACs are required to write annual reports by October 1<sup>st</sup> each year. These reports must be made available to members of the public upon request. As in past years, HCFA is requesting a copy of each report which will be posted on HCFA's website, <https://hcfama.org/pfac/>. HCFA recommends using this template to assist with information collection, as well as the reporting of key activities and milestones.

#### What will happen with my report and how will HCFA use it?

We recognize the importance of sharing of information across PFACs. Each year, we:

- make individual reports available online
- share the data so that PFACs can learn about what other groups are doing

#### Who can I contact with questions?

Please contact us at [atappan@hcfama.org](mailto:atappan@hcfama.org) or call us at 617-275-2982.

Please email completed forms to [PFAC@hcfama.org](mailto:PFAC@hcfama.org).

Reports should be completed by October 1, 2021.

### 2021 Patient and Family Advisory Council Annual Report Form

*The survey questions concern PFAC activities in fiscal year 2021 only: (July 1, 2020 – June 30, 2021).*

## **Section 1: General Information**

### **1. Hospital Name:**

*NOTE: Massachusetts law requires every hospital to make a report about its PFAC publicly available. HCFA strongly encourages the completion of an individual report for each hospital-wide PFAC.*

#### **1a. Which best describes your PFAC?**

- We are the only PFAC at a single hospital – **skip to #3 below**
- We are a PFAC for a system with several hospitals – **skip to #2C below**
- We are one of multiple PFACs at a single hospital
- We are one of several PFACs for a system with several hospitals – **skip to #2C below**
- Other (Please describe):

#### **1b. Will another PFAC at your hospital also submit a report?**

- Yes
- No
- Don't know

#### **1c. Will another hospital within your system also submit a report?**

- Yes
- No
- Don't know

### **3. Staff PFAC Co-Chair Contact:**

2a. Name and Title: Kathy Betts, Chief Community Officer

2b. Email: kbetts@challiance.org

2c. Phone: 508 734-0108

Not applicable

### **4. Patient/Family PFAC Co-Chair Contact:**

3a. Name and Title: Barbara August

3b. Email: barbaralaugust@hotmail.com

3c. Phone: 617-852-5109

Not applicable

### **5. Is the Staff PFAC Co-Chair also the Staff PFAC Liaison/Coordinator?**

- Yes – skip to #7 (Section 1) below
- No – describe below in #6

### **6. Staff PFAC Liaison/Coordinator Contact:**

6a. Name and Title:

6b. Email:

6c. Phone:

Not applicable

## **Section 2: PFAC Organization**

### **7. This year, the PFAC recruited new members through the following approaches (check all that apply):**

- Case managers/care coordinators
- Community based organizations
- Community events
- Facebook, Twitter, and other social media

- Hospital banners and posters
- Hospital publications
- Houses of worship/religious organizations
- Patient satisfaction surveys
- Promotional efforts within institution to patients or families
- Promotional efforts within institution to providers or staff
- Recruitment brochures
- Word of mouth/through existing members
- Other (Please describe): New WebPage
- N/A – we did not recruit new members in FY 2020

8. Total number of staff members on the PFAC: 9

9

9. Total number of patient or family member advisors on the PFAC: 13

13

10. The name of the hospital department supporting the PFAC is: Community Health Improvement

11. The hospital position of the PFAC Staff Liaison/Coordinator is: Project Manager, Community Relations

12. The hospital provides the following for PFAC members to encourage their participation in meetings (check all that apply):

- Annual gifts of appreciation
- Assistive services for those with disabilities
- Conference call phone numbers or “virtual meeting” options
- Meetings outside 9am-5pm office hours
- Parking, mileage, or meals
- Payment for attendance at annual PFAC conference
- Payment for attendance at other conferences or trainings
- Provision/reimbursement for child care or elder care
- Stipends
- Translator or interpreter services
- Other (Please describe):
- N/A

### **Section 3: Community Representation**

*The PFAC regulations require that patient and family members in your PFAC be “representative of the community served by the hospital.” If you are not sure how to answer the following questions, contact your community relations office or check “don’t know.”*

13. Our hospital’s catchment area is geographically defined as: Cambridge, Somerville & Metro-north (Malden/Medford/Chelsea/Revere/Everett/Winthrop)

Cambridge Health Alliance (CHA) is a regional safety net health system committed to providing high quality care to diverse and low-income populations from eight urban cities north and west of Boston, MA. CHA has two hospitals in Cambridge and Everett, one campus in Somerville that includes an urgent care center, as well as 15 neighborhood health centers and primary care practices throughout Somerville, Cambridge, Everett, Malden, and Revere

Don’t know

14. The racial and ethnic groups in these areas include (please provide percentages; if you are unsure of the percentages check “don’t know”): As the sole public hospital in Massachusetts, CHA serves as a safety net for nearly 140,000 of the state’s most vulnerable and diverse patients. Approximately 70% of CHA patients are low-income, disabled, elderly or uninsured. CHA’s primary service area has a high percentage of residents living below the federal poverty level (13-28% cf. to the state average of 11.6%) and serves a diverse patient population (see below). CHA has a longstanding commitment to vulnerable and diverse patients and is proud to serve all those in need. Its motto is "We Care for All."



Many CHA patients have public or subsidized insurance (Medicare, Medicaid, etc.) and traditionally experience barriers to care. In order to serve these individuals and families, CHA has bilingual providers, a robust interpreter program and numerous linguistic services. It also has an award-winning Volunteer Health Advisor program that brings together people from many cultures to help local residents gain access to care and live healthier lives.



	RACE	ETHNICITY
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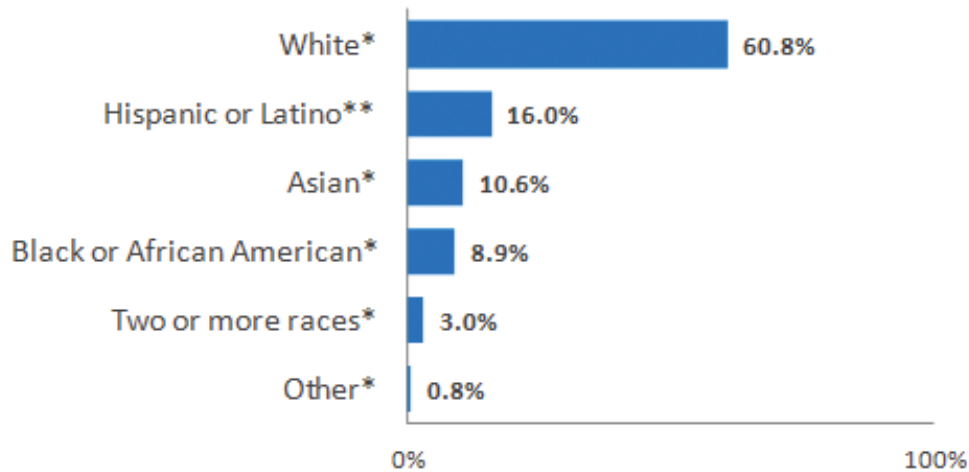
	% American Indian or Alaska Native	% Asian	% Black or African American	% Native Hawaiian or other Pacific Islander	% White	% Other	% Hispanic, Latino, or Spanish origin
14a. Our defined catchment area	0.0%	10.6%	8.9%	0.0%	60.8%	3.7%	16%
14b. Patients the hospital provided care to in FY 2020	1.0%	10.0%	17.0%	0.0%	38.0%	34.0%	14.5%
14c. The PFAC patient and family advisors in FY 2020	0.0%	20%	10%	0.0%	70%	0%	0%

**15. The languages spoken in these areas include (please provide percentages; if you are unsure of the percentages select “don’t know”):**

Cambridge Health Alliance serves one of the most culturally and linguistically diverse patient populations in the United States. Over half our patients speak a language other than English at home. Around 44% of our primary care patients have limited English proficiency and need a professional medical interpreter.

	Limited English Proficiency (LEP)	
	%	
15a. Patients the hospital provided care to in FY 2020	43%	<input type="checkbox"/> Don’t know
15b. PFAC patient and family advisors in FY 2020	10%	<input type="checkbox"/> Don’t know

## Race/ethnicity in CHA service area



\*White, Asian, Black or African American, Two or more races, and Other are for the non-Hispanic population only

\*\*Includes all races

CHA services area includes Cambridge, Somerville, Medford, Malden, Chelsea, Revere, Everett, and Winthrop

City/town	Speak a language other than English at home*	Top non-English languages spoken at home
Cambridge	32%	Spanish, Chinese
Somerville	31%	Spanish, Portuguese
Chelsea	69%	Spanish, Portuguese
Everett	56%	Spanish, Portuguese
Malden	51%	Chinese, Spanish
Medford	27%	Portuguese, Spanish
Revere	46%	Spanish, Arabic
Winthrop	18%	Spanish, Italian

\*Percentage of the population ages 5 and older

15c. What percentage of patients that the hospital provided care to in FY 2021 spoke the following as their primary language?

	%
Spanish	13%
Portuguese	15%
Chinese	2%
Haitian Creole	6%
Vietnamese	2%

Russian	0%
French	0%
Mon-Khmer/Cambodian	0%
Italian	0%
Arabic	1.1%
Albanian	0%
Cape Verdean	0%
Hindi	1%

Don't know

15d. In FY 2021, what percentage of PFAC patient and family advisors spoke the following as their primary language?

	%
Spanish	
Portuguese	
Chinese	
Haitian Creole	
Vietnamese	
Russian	
French	
Mon-Khmer/Cambodian	
Italian	
Arabic	
Albanian	
Cape Verdean	

Don't know

**16. The PFAC is undertaking the following activities to ensure appropriate representation of our membership in comparison to our patient population or catchment area:**

At CHA we actively seek to bring on new PFAC members from different backgrounds that represent the communities and patients in which we serve. We have had success this year in recruiting patients to the PFAC who reflect the patient population served by our entire system. However, we continue to aspire to get patients who represent the diversity of our community. Many CHA patients have public or subsidized insurance (Medicare, Medicaid, etc.) and traditionally experience barriers to care, therefore, it can be difficult recruiting these patients to serve on a volunteer committee. We try to relieve barriers by providing transportation/reimbursement, a free meal at every meeting as well as the option to join virtually through Google Meet or phone dial-in. There is still work to be done and we plan to strengthen recruitment efforts at our care centers and specifically target populations that we know are engaged in care but not currently serving on our PFAC (e.g. Muslim/Arabic/Haitian-Creole/LatinX patients). In order to do this, we will continue working

directly with the medical team to help us identify patients of these different backgrounds who they consider good fits for the PFAC. This year we recruited 1 new patient who is serving on the PFAC.

### **Section 4: PFAC Operations**

**17. Our process for developing and distributing agendas for the PFAC meetings (choose):**

- Staff develops the agenda and sends it out prior to the meeting
- Staff develops the agenda and distributes it at the meeting
- PFAC members develop the agenda and send it out prior to the meeting
- PFAC members develop the agenda and distribute it at the meeting
- PFAC members and staff develop agenda together and send it out prior to the meeting. (Please describe below in #17a)
- PFAC members and staff develop agenda together and distribute it at the meeting. (Please describe below in #17a)
- Other process (Please describe below in #17b)
- N/A – the PFAC does not use agendas

17a. If staff and PFAC members develop the agenda together, please describe the process:

17b. If other process, please describe:

**18. The PFAC goals and objectives for 2021 were: (check the best choice):**

- Developed by staff alone
- Developed by staff and reviewed by PFAC members
- Developed by PFAC members and staff
- N/A – we did not have goals for FY 2020– **Skip to #20**

**19. The PFAC had the following goals and objectives for 2021:**

**20. Please list any subcommittees that your PFAC has established:**

CHA has an ACO-PFAC which is comprised of a subset of PFAC members who are members of the CHA-wide PFAC and have MassHealth insurance products. This year we decided to roll both meetings into one while extending the meeting time, since the vast majority of the topics for ACO specific issues are also of interest to the entire PFAC. ACO PFAC summary charter and key responsibilities include: Advising the ACO Governing Board as to Member/family perspectives regarding ACO services, quality, safety and care delivery; developing a deeper understanding of how we are and are not partnering with patients for improvement and health, and strategizing how to optimize this partnership; and providing feedback and recommendations related to the impact of social determinants, including the potential impact of these factors on key populations served by the ACPP (e.g. Members with disabilities, those requiring long-term supports and services (LTSS) and/or those with behavioral health (BH) needs).

We also have a small group of patients and staff who work on a committee solely focused on the CHA Malden Family Health Care Center. PFAC staff attend these meetings and staff from the Malden group also attend the PFAC meetings as often as possible to encourage system-wide collaboration.



**21. How does the PFAC interact with the hospital Board of Directors (check all that apply):**

- PFAC submits annual report to Board
- PFAC submits meeting minutes to Board
- Action items or concerns are part of an ongoing "Feedback Loop" to the Board
- PFAC member(s) attend(s) Board meetings
- Board member(s) attend(s) PFAC meetings
- PFAC member(s) are on board-level committee(s)
- Other (Please describe):
- N/A – the PFAC does not interact with the Hospital Board of Directors

**22. Describe the PFAC's use of email, listservs, or social media for communication:**

The CHA PFAC primarily communicates through email between monthly in-person meetings. On occasion, when a department request requires a fast turnaround, emails and/or additional meetings may be sent and arranged. Most frequently, documents are sent by email to patient members to solicit their feedback.

CHA's Marketing Department helped us develop a webpage which community members can see and apply to become PFAC members through a google form.

- N/A – We don't communicate through these approaches

**Section 5: Orientation and Continuing Education**

**23. Number of new PFAC members this year: 1**

**24. Orientation content included (check all that apply):**

- "Buddy program" with experienced members
- Check-in or follow-up after the orientation
- Concepts of patient- and family-centered care (PFCC)
- General hospital orientation
- Health care quality and safety
- History of the PFAC
- Hospital performance information
- Immediate "assignments" to participate in PFAC work
- Information on how PFAC fits within the organization's structure
- In-person training
- Massachusetts law and PFACs
- Meeting with hospital staff
- Patient engagement in research
- PFAC policies, member roles and responsibilities
- Skills training on communication, technology, and meeting preparation
- Other (Please describe below in #24a)
- N/A – the PFAC members do not go through a formal orientation process

24a. If other, describe:

**25. The PFAC received training on the following topics:**

- Concepts of patient- and family-centered care (PFCC)

- Health care quality and safety measurement
- Health literacy
- A high-profile quality issue in the news in relation to the hospital (e.g. simultaneous surgeries, treatment of VIP patients, mental/behavioral health patient discharge, etc.)
- Hospital performance information
- Patient engagement in research
- Types of research conducted in the hospital
- Other (Please describe below in #25a)
- N/A – the PFAC did not receive training

25a. If other, describe:

### **Section 6: FY 2021 PFAC Impact and Accomplishments**

*The following information concerns PFAC activities in the fiscal year 2021.*

#### **26. Please share the following information on the PFACs accomplishments and impacts:**

26a. What were the three greatest accomplishments/impacts of the PFAC related to providing feedback or perspective?

Accomplishment/Impact	Idea came from (choose one)
<p>Accomplishment/Impact 1:</p> <p>Webpage and Electronic application form was developed this year to help solve the inefficiencies in the application process. Before patients had to download, fill and fax or scan and email the application form. An electronic form was developed and linked to the new Webpage for easy access and completion.  <a href="https://www.challiance.org/patients-visitors/patient-and-family-advisory-council">https://www.challiance.org/patients-visitors/patient-and-family-advisory-council</a></p>	<input checked="" type="checkbox"/> Patient/family advisors of the PFAC <input checked="" type="checkbox"/> Department, committee, or unit that requested PFAC input
<p>Accomplishment/Impact 2:</p> <p>An ongoing PFAC goal is to recruit new members to the council. This year we recruited 1 additional patient.</p>	<input type="checkbox"/> Patient/family advisors of the PFAC <input checked="" type="checkbox"/> Department, committee, or unit that requested PFAC input
<p>Accomplishment/Impact 3: PFAC members participated in a listening session with the Chief Diversity Equity and Inclusion Officer to give feedback on initiatives CHA can create to be more inclusive in all areas.</p>	<input type="checkbox"/> Patient/family advisors of the PFAC <input checked="" type="checkbox"/> Department, committee, or unit that requested PFAC input

26b. What were the three greatest accomplishments/impacts of the PFAC related to influencing the institution's financial and programmatic decisions?

Accomplishment/Impact	Idea came from (choose one)
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Accomplishment/Impact 1:	<input type="checkbox"/> Patient/family advisors of the PFAC <input type="checkbox"/> Department, committee, or unit that requested PFAC input
Accomplishment/Impact 2:	<input type="checkbox"/> Patient/family advisors of the PFAC <input type="checkbox"/> Department, committee, or unit that requested PFAC input
Accomplishment/Impact 3:	<input type="checkbox"/> Patient/family advisors of the PFAC <input type="checkbox"/> Department, committee, or unit that requested PFAC input

26c. What were the three greatest accomplishments/impacts of the PFAC related leading/co-leading programs and initiatives?

Accomplishment/Impact	Idea came from (choose one)
Accomplishment/Impact 1:	<input type="checkbox"/> Patient/family advisors of the PFAC <input type="checkbox"/> Department, committee, or unit that requested PFAC input
Accomplishment/Impact 2:	<input type="checkbox"/> Patient/family advisors of the PFAC <input type="checkbox"/> Department, committee, or unit that requested PFAC input
Accomplishment/Impact 3:	<input type="checkbox"/> Patient/family advisors of the PFAC <input type="checkbox"/> Department, committee, or unit that requested PFAC input

**27. The five greatest challenges the PFAC had in FY 2021:**

Challenge 1: Recruitment of patients who represent the patient population – access and language barriers are part of the challenge. Holding PFAC in different languages would help increase diversity in our PFAC membership.
Challenge 2:
Challenge 3:
Challenge 4:
Challenge 5:

N/A – we did not encounter any challenges in FY 2021

**28. The PFAC members serve on the following hospital-wide committees, projects, task forces, work groups, or Board committees:**

- Behavioral Health/Substance Use
- Bereavement
- Board of Directors
- Care Transitions
- Code of Conduct
- Community Benefits
- Critical Care

- Culturally Competent Care
- Discharge Delays
- Diversity & Inclusion
- Drug Shortage
- Eliminating Preventable Harm
- Emergency Department Patient/Family Experience Improvement
- Ethics
- Institutional Review Board (IRB)
- Lesbian, Gay, Bisexual, and Transgender (LGBT) – Sensitive Care
- Patient Care Assessment
- Patient Education
- Patient and Family Experience Improvement
- Pharmacy Discharge Script Program
- Quality and Safety
- Quality/Performance Improvement
- Surgical Home
- Other (Please describe):
- N/A – the PFAC members do not serve on these – **Skip to #30**

**29. How do members on these hospital-wide committees or projects report back to the PFAC about their work?**

Members report back at the meetings

**30. The PFAC provided advice or recommendations to the hospital on the following areas mentioned in the Massachusetts law (check all that apply):**

- Institutional Review Boards
- Patient and provider relationships
- Patient education on safety and quality matters
- Quality improvement initiatives
- N/A – the PFAC did not provide advice or recommendations to the hospital on these areas in FY 2020

**31. PFAC members participated in the following activities mentioned in the Massachusetts law (check all that apply):**

- Advisory boards/groups or panels
- Award committees
- Co-trainers for clinical and nonclinical staff, in-service programs, and health professional trainees
- Search committees and in the hiring of new staff
- Selection of reward and recognition programs
- Standing hospital committees that address quality
- Task forces
- N/A – the PFAC members did not participate in any of these activities

**32. The hospital shared the following public hospital performance information with the PFAC (check all that apply):**

**32a. Complaints and serious events**

- Complaints and investigations reported to Department of Public Health (DPH)
- Healthcare-Associated Infections (National Healthcare Safety Network)
- Patient complaints to hospital
- Serious Reportable Events reported to Department of Public Health (DPH)

**32b. Quality of care**

- High-risk surgeries (such as aortic valve replacement, pancreatic resection)
- Joint Commission Accreditation Quality Report (such as asthma care, immunization, stroke care)
- Medicare Hospital Compare (such as complications, readmissions, medical imaging)
- Maternity care (such as C-sections, high risk deliveries)

**32c. Resource use, patient satisfaction, and other**

- Inpatient care management (such as electronically ordering medicine, specially trained doctors for ICU patients)
- Patient experience/satisfaction scores (eg. HCAHPS - Hospital Consumer Assessment of Healthcare Providers and Systems)
- Resource use (such as length of stay, readmissions)
- Other (Please describe):
- N/A – the hospital did not share performance information with the PFAC – **Skip to #35**

**33. Please explain why the hospital shared only the data you checked in Q 32 above:**

**34. Please describe how the PFAC was engaged in discussions around these data in #32 above and any resulting quality improvement initiatives:**

**35. The PFAC participated in activities related to the following state or national quality of care initiatives (check all that apply):**

35a. National Patient Safety Hospital Goals

- Identifying patient safety risks
- Identifying patients correctly
- Preventing infection
- Preventing mistakes in surgery
- Using medicines safely
- Using alarms safely

35b. Prevention and errors

- Care transitions (e.g., discharge planning, passports, care coordination, and follow up between care settings)
- Checklists
- Electronic Health Records –related errors
- Hand-washing initiatives
- Human Factors Engineering
- Fall prevention
- Team training
- Safety

35c. Decision-making and advanced planning

- End of life planning (e.g., hospice, palliative, advanced directives)
- Health care proxies
- Improving information for patients and families
- Informed decision making/informed consent

35d. Other quality initiatives

- Disclosure of harm and apology
- Integration of behavioral health care
- Rapid response teams
- Other (Please describe): Centralized Referral Performance Improvement Project
- N/A – the PFAC did not work in quality of care initiatives

**36. Were any members of your PFAC engaged in advising on research studies?**

- Yes
- No – **Skip to #40 (Section 6)**

**37. In what ways are members of your PFAC engaged in advising on research studies? Are they:**

- Educated about the types of research being conducted
- Involved in study planning and design
- Involved in conducting and implementing studies
- Involved in advising on plans to disseminate study findings and to ensure that findings are communicated in understandable, usable ways
- Involved in policy decisions about how hospital researchers engage with the PFAC (e.g. they work on a policy that says researchers have to include the PFAC in planning and design for every study)

**38. How are members of your PFAC approached about advising on research studies?**

- Researchers contact the PFAC
- Researchers contact individual members, who report back to the PFAC
- Other (Please describe below in #38a)
- None of our members are involved in research studies

38a. If other, describe:

**39. About how many studies have your PFAC members advised on?**

- 1 or 2
- 3-5
- More than 5
- None of our members are involved in research studies

## **Section 7: PFAC Annual Report**

*We **strongly** suggest that all PFAC members approve reports prior to submission.*

**40. The following individuals approved this report prior to submission (list name and indicate whether staff or patient/family advisor):**

**41. Describe the process by which this PFAC report was completed and approved at your institution (choose the best option).**

- Collaborative process: staff and PFAC members both wrote and/or edited the report
- Staff wrote report and PFAC members reviewed it
- Staff wrote report
- Other (Please describe):

**Massachusetts law requires that each hospital's annual PFAC report be made available to the public upon request. Answer the following questions about the report:**

**42. We post the report online.**

- Yes, link: <https://www.challiance.org/patients-visitors/patient-and-family-advisory-council>
- No

**43. We provide a phone number or e-mail address on our website to use for requesting the report.**

- Yes, phone number/e-mail address:  
<https://www.challiance.org/patients-visitors/patient-and-family-advisory-council>
- No

**44. Our hospital has a link on its website to a PFAC page.**

- Yes, link: <https://www.challiance.org/patients-visitors/patient-and-family-advisory-council>
- No, we don't have such a section on our website