

Patient and Family Advisory Council (PFAC)



THE AMERICAN ONCOLOGIC HOSPITAL

Patient and Family Advisory Council (PFAC)

- Annual Report -

January 2024

Donna McAllister & Joshua Batushansky
Patient and Family Advisory Council Co-Chairs

Michel Phillips
Co-Chair (2019 – 2023)

Patient and Family Advisory Council (PFAC)

WHY IS PFAC SO IMPORTANT?

Established in 2011, Fox Chase Cancer Center’s Patient and Family Advisory Council (PFAC) is dedicated to strengthening collaboration between patients, their caregivers and/or family members, and the health care team to enhance our institution’s ability to deliver the highest standard of safe, comprehensive and compassionate health care to all patients.



Now over 13 years old, our PFAC continues to meet the major goal of serving as the voice of patients and families at Fox Chase Cancer Center; embodying our guiding principle: **Nothing For Me, Without Me.**

Specifically, the PFAC strives to:

- Provide information to administrative, clinical and research staff and faculty about the needs and concerns of patients and family members
- Work with staff and faculty to improve services that affect patients and family members
- Participate in the design of patient care areas
- 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 research.

PFAC reports directly to the Professional Affairs Committee (PAC) of the Board of Directors.

FCCC PFAC Advisors represent the following disease sites:

- Bladder
- Lung
- Breast
- Colon & Rectal
- Head & Neck
- Kidney
- Ovarian
- Pancreatic
- Prostate
- Uterine



Patient and Family Advisory Council (PFAC)

OUR PFAC PATIENT & FAMILY ADVISORS



Emily Bakaj



Josh Batushansky
Co-Chair



Raymond Cormier



Bill Hagan



Lydia Henson



Brooke Fuller



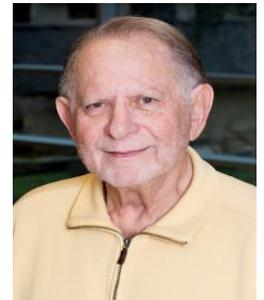
Leslie Maxwell



Donna McAllister
Co-Chair



Annie Miyazaki



Mike Phillips
Co-Chair 2019-2023



Larry Risch



Liz Roland



Scott Shaffer



Elaine Spangler



Alisa Strauss



Elaine Sykes



Johana Vanegas



Jan Wormington

Patient and Family Advisory Council (PFAC)

PFAC ACCOMPLISHMENTS (2023)

Accomplishments come in many forms and occur daily for the PFAC. The following are some we'd like to highlight:

- **Recruited four (4) new advisors**

It's critical to the long-term success of PFAC to consistently seek, find and onboard patients and family members who are passionate about sharing their stories, time and expertise to create a stronger connection between the patients/families and the staff of FCCC.

- **Welcomed one new physician champion - Dr. Christopher Cann**

Creating a stronger connection between the patients/families and the staff of FCCC would be very difficult if not for the direct involvement of FCCC staff with the PFAC. Dr. Cann is a welcome addition to the group! Many thanks to Dr. Jeff Farma who served in this role for many years.



- **Created 4 new workgroups (Communication, Mental Health, Quiet Campaign, Technology)**

Our PFAC held an Annual Retreat / Strategic Planning Session in late 2022. Through a collaborative process, we crowdsourced ideas amongst the Advisors using our collective insights and experiences to identify improvement areas within FCCC. After analysis, we identified four (4) themes that our group was not specifically focusing on. The result has been an organized and focused effort within these workgroups, resulting in greater outcomes for FCCC's patients and families.

- **Submitted "Mental Health – Patient Perspectives from the PFAC" to FCCC Senior Leaders**

A truly collaborative effort of PFAC advisors and the Mental Health Department at FCCC. This memo is much more than a group opinion; it's the amalgamation of patient, family and staff insights, coupled with empirical research. It is PFAC's hope that this memo will draw attention to the mental health needs of patients and families, highlighting the need for increased focus and funding toward more positive mental health outcomes.

Patient and Family Advisory Council (PFAC)

HOSPITAL COMMITTEES, PERFORMANCE IMPROVEMENT TEAMS & WORKGROUPS

464+
Volunteer Hours

Patient and family advisors collectively provided 464.5 total volunteer hours in 2023, an increase in hours when compared to the prior year. These hours included serving on the PFAC, hospital committees, improvement teams, as well as internal and external projects representing PFAC.

As partners to clinical, research, administrative, and front-line staff, advisors represent the voice of patients and families as they serve in this capacity. Many of our advisors are also active members of the Patient to Patient Network (P2P). In addition, they provide annual committee reports to the PFAC, sharing information about initiatives on which each committee and team are working. Advisors also share their input when surveys are sent to them, requesting their perspectives as patients and family members.

| Hospital Committees | |
|--|-----------------------------------|
| Art Committee | Patient Education Committee |
| Falls Prevention Committee | Patient Experience Committee |
| Infection Control Committee | Patient Safety Committee |
| Improving Goal Concordant Care Committee | Performance Improvement Committee |

As part of its annual strategic planning process, advisors attend a retreat to identify improvement priorities for the year. From this process, PFAC workgroups are formed, where partners are identified, educational sessions are scheduled, and tactics are set to strategic timelines.

| Improvement Teams | Surveys | Workgroups |
|--|--|------------------------------|
| Ambulatory Care Redesign | Inpatient Visitor Guidelines | PFAC Bylaws |
| ADCC Initiative for Improving Goal Concordant Care | PFAC Webpage Update | Patient/Family Communication |
| Community Health Needs Assessment | Revised Phone Call Trees | Facilities/First Impressions |
| Survivorship Plan Improvement Team | ADCC Project: Lung Cancer Care Foundations | Mental Health |
| Trauma-Informed Care | Infusion Room: Labs and Pre-Check Telehealth | Quiet Campaign |
| | Care After Hospital Discharge | Technology |
| | Young Adult Cancer Program | |
| | Notifying Patients When Practitioner is Leaving the Practice | |
| | New Patient Letter | |

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| Projects | |
|---|---|
| Internal | External |
| New Patient Guide | American Cancer Society QI Project |
| Patient Experience Week | Cancer Patient Education Network |
| Stand-up to Cancer Proposal/Clinical Trials Project | 6abc Moves in Medicine: Colorectal Cancer |
| Inpatient TV Channel Guide Update | Oncology Nurse Advisory Annual Summit |
| Quiet Campaign | |
| FCCC 50 th Year Anniversary | |
| Digital Signage | |

Other Activities

Board of Associates – Annual Paws for the Cause (Patient Ambassador)
 The Temple Experience Customer Service Training (Facilitator)
 PFACs: Perfecting the Patient Experience – TUHS Hub Article
 FCCC Survivorship Video
 Appointment to FCCC Board of Directors

“Any definition of a successful life must include service to others.”

– President George H. W. Bush

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PFAC ADVISOR ORIENTATION & ONGOING EDUCATION

Each patient/family advisor is on-boarded as a volunteer and oriented specifically to his/her role as an advisor. Advisors are invited periodically to attend regional and national patient- and family-centered care webinars that support their competency.

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 | |
|--|---|
| Laurel Buegler (Hematology/Oncology) Practitioner Resignation Letters | Dr. Jocelyn Edathil (TUHS Patient Experience) Spiritual Care @ TUHS/FCCC |
| Robin Priggemeier (Marketing) New Marketing Campaign | Colleen Eroh (Service Line Optimization) Ambulatory Care Redesign |
| Evelyn Gonzalez (Office of Community Outreach) Program Overview | Dr. Margaret vonMehren (Hematology) Engaging Patients & Family Members-Clinical Trials |
| Brandon Kirk (Facilities) Current & Future Facilities Projects | Dr. Nithya Cherukuru (Psychiatry) Mental Health Program at FCCC |
| Shannon Kocotis (Billing) Patient Portal Upgrades | Disha Sawhney (Service Line Optimization) New Patient Letter |
| Alan Van Norman (Security) Current & Future Safety/Security Projects | Allison Arnone (Campus Planning & Design) Update on Space Projects |
| Erin Longstreth (Nursing) Distress & Suicide Screening | Douglass Moore (Chief Technology Officer TUHS) Wireless Technology & Cellular Access |
| Fumei Cerecino Mayer (Performance Improvement) American Cancer Society QI Project | Dr. Christopher Cann (GI Oncology) Young Adult Oncology Program |
| Andrew Smith (Chaplaincy Program) Introduction | Patrick O'Brien (Chief Academic Officer) Kyruus |

Special Thanks to Staff Advisors of the PFAC

Anna Rodriguez, *Nursing/Patient Services, Executive Sponsor*
 Nancy Baumann, *Nutrition & Hospitality*
 Christopher Cann, MD, *Hematology Oncology*
 Theresa Capella, *Marketing*
 Brice Corbin, *Guest Services*
 Nithya Cherukuru, MD, *Psychiatry*
 Helen Gordon, *Volunteer Services*
 Jill Horne, *Communications*
 Joshua Lahav, *AVP Cancer Center Operations*
 Susan Rux, *Nursing Research*
 Delinda Pendleton, *Patient Experience; PFAC Liaison*