



PATIENT AND FAMILY ADVISORY COUNCIL

2022 Report



SUBURBAN HOSPITAL

JOHNS HOPKINS MEDICINE



PATIENT AND FAMILY ADVISORS

Jo Batky

Jacqueline Beale

Linda Bergofsky**

Stephen Bokat

Karen Palmer-Brown

Nia Cresham

Joyce Dubow**

Elsie Durland

Ann Everett

Anita Farb

June Graff

Mehdieh Hajjar-Nejad**

MJ Hajjar-Nejad**

Joel Hirschhorn

Jean Hochron*

Karen Jaffe

Barbara Kahl

Deborah Kovach

Barrie Kydd

Toby Levin

Carol McLeod

Vijaya Melnick**

Lori Nam

Merlyn Rodrigues

Judith Sackheim

Wendy Schonman**

Vicki Stearn

Sabiha Zubairi

*PFAC Co-chairs

**Joined in 2022

INTRODUCTION:

Suburban's Patient and Family Advisory Council and our Patient and Family Advisors

This report covers the activities of Suburban Hospital's Patient and Family Advisory Council (PFAC) during the 2022 calendar year. The PFAC is composed of volunteer members — referred to as patient and family advisors (PFAs) — hospital clinical and administrative staff members, and executive leaders. The structure of the PFAC is intentional — it models the partnership of patients, families, clinicians and hospital leaders that is the essence of patient- and family-centered care.

All PFAs have prior experience with the hospital as a patient, care partner or volunteer. The PFAs participate in more than 40 Suburban councils, committees and workgroups to provide the patient and family voice to hospital activities. This widespread participation by PFAs provides the patient, family and community perspective on nearly everything the hospital does. The work of PFAs ranges from reviewing the redesign of Suburban's Emergency Department to reviewing the text of patient handbooks and other publications to ensure they are understandable and contain relevant and needed information.

The PFAC works closely with the hospital's Community Health and Wellness (CHW) team, whose mission is to be a bridge between the community and the hospital. A member of the CHW team attends every PFAC meeting.

For the first time since the beginning of the COVID-19 pandemic in 2020, hospital operations and the work of the PFAC began to return to normal in 2022. During the height of the pandemic, PFAs primarily interacted with hospital staff through electronic means such as participating in numerous hospital meetings through videoconferencing software such as Zoom and Microsoft Teams. Springtime saw a return of volunteers, including PFAs, to the hospital, where they resumed participating on hospital committees and councils in person. Meetings are now frequently held using a hybrid model of in-person and virtual participation to facilitate broad participation and engagement among all stakeholders. The PFAC continued to meet via Zoom as it has proven more convenient for most of our members. The same is true of some of the hospital committees that realized online meetings eased participation by those in different locations.

Suburban continued its practice of including PFAC representatives in interviews for key management hires including Suburban's new vice president of operations, Alvin "Joe" D'Angelo, and James Artman, nursing director for the intensive care and intermediate care units.

SUBURBAN STAFF ADVISORS

Diane Colgan, M.D., Assistant Vice President, Medical Affairs

Eunice D'Augustine, D.N.P., R.N., Nursing Director, Acute Medical Units

Margie Hackett, R.N., B.S.N., B.C., Gerontology, Transition Guide Nurse Manager

Kris Hakanson, Director, Office of Patient and Family Experience*

Kimberley Kelly, M.B.A., R.N., C.C.R.N.-K., Director, Critical Care

Amir Nader, M.D., Intermediate Care Unit Medical Director

Karin Nevius, B.S.N., R.N., C.C.R.N.-K., Director, Professional Practice and Nursing Quality

Jessica Melton, M.H.A., President and Chief Operating Officer

Chloe Bauermaster O'Baker, M.B.A., M.S.N., R.N., Patient and Family Experience Coach

Jennifer Raynor, R.Ph., Director, Pharmacy

Atul Rohatgi, M.D., Assistant Medical Director, Hospitalist Group

LeighAnn Sidone, D.N.P., R.N., C.E.N.P., Vice President of Nursing/Chief Nurse Officer, Suburban Hospital; Associate Chief Nurse Executive for Nursing Professional Practice, Johns Hopkins Health System*

*PFAC Co-chairs

**Joined in 2022

TENETS OF CARE

The PFAC's main objective — to advance the practice of patient- and family-centered care — remains unchanged, as do the key tenets of that care as defined by the Institute for Patient- and Family-Centered Care:

- Patients and their families are treated with dignity and respect.
- Health care providers communicate and share complete and unbiased information with patients and their families in ways that are supportive and useful.
- Health care providers encourage and support patients and their families to participate in care and decision-making at the level patients and their families choose.
- Patients, families and health care providers work together to improve every aspect of the health care system and the delivery of care.



PATIENT AND FAMILY ADVISOR PARTICIPATION ON COMMITTEES AND COUNCILS

The PFAC's patient and family advisors (PFAs) participate in more than 40 committees and workgroups at Suburban Hospital and throughout Johns Hopkins Medicine. Their involvement and insight bring the patient and family voice to every discussion and demonstrate Suburban Hospital's ongoing and unwavering commitment to patient- and family-centered care.

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This list provides many examples of PFA involvement at Suburban Hospital:

Patient Safety & Quality

- Patient Safety Committee
- Workplace Safety Committee
- Comprehensive Unit-based Safety Program (CUSP) teams
- Suburban Hospital Quality Committee
- Suburban Hospital Board Quality Committee

Suburban Team Partnerships

- Nursing unit councils
- Team/department collaboratives
- Professional Practice Nursing Council
- Interdisciplinary Clinical Practice Committee

Patient and Family Education

- Patient Education Committee
- Patient and Family Resource Center

Disease Prevention & Treatment

- Glucose Steering Committee
- Diabetes Champions

Johns Hopkins Clinical Communities

- Patient- and Family-Centered Care Collaborative
- Diabetes Clinical Community

Recognition and Awards

- Suburban PFAC Patient- and Family-Centered Care Leadership Award

A Letter from the PFAC Co-Chairs



Jean Hochron



Kris Hakanson



LeighAnn Sidone, D.N.P., R.N., C.E.N.P.

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We are honored to serve as co-chairs of the Suburban Hospital Patient and Family Advisory Council. The collaboration of community members and Suburban staff as embodied in the PFAC serves as an outstanding example of the importance of the partnership essential to delivering patient- and family-centered care.

Despite the challenges posed by the COVID-19 pandemic and increased patient demand and complexity, the PFAC remains a strong and effective voice. In the past year, the PFAC brought the patient perspective to initiatives within Suburban and across JHM, including the redesign and expansion of the Emergency Department, and the development of a harmonized, systemwide care partner and visitation policy. PFAC members also worked to open a virtual resource center for patients, family members and the community, and participated in Drug Take Back Day in April and October 2022 alongside Suburban and JHM staff. You can read about these activities, as well as the winners of the 2022 PFAC Leadership Award, and the PFAC members to whom we recently bid farewell, on the following pages.

We hope you enjoy reading this report as much as we enjoyed putting it together, and we look forward to 2023 as a time for further increasing dialogue and growing the impact of the PFAC throughout Suburban Hospital.

Jean Hochron
Patient and Family Advisor

Kris Hakanson
Director of Patient and Family Experience

LeighAnn Sidone, D.N.P., R.N., C.E.N.P.
*Vice President of Nursing / Chief Nurse Officer, Suburban Hospital
Associate Chief Nurse Executive for Nursing Professional Practice,
Johns Hopkins Health System*

Emergency Department Redesign and Expansion

In the aftermath of the COVID-19 pandemic, Suburban's Emergency Department has experienced an unprecedented demand for its services. To meet this increased demand, Suburban initiated both a short-term and a long-term redesign effort to better serve the community. The PFAC has been intimately involved in this effort to provide the patient and family perspective. Several PFAs volunteer in the ED and bring a unique perspective of the challenges faced by patients and families in navigating this extremely busy department.

The short-term redesign involved moving the ED waiting area to the space that formerly served as the hospital entrance and reception area prior to the opening of the North Building. The original ED waiting area has been transformed into an expanded treatment area designed to expedite treatment for patients with less severe conditions.

Suburban Hospital is also working on a long-range redesign of the ED to modernize the facility with larger treatment areas and more space to maneuver among the treatment bays. The PFAC continues to provide input for this redesign as it did with the short-term project.



PFAC member Steve Bokar visits the new ED registration desk.



Outside entrance to the ED in Suburban's South Building.



New Suburban ED waiting and triage area.

PFAC Opens ‘Virtual’ Resource Center

In 2020, Suburban opened its North Building, containing up-to-date, large patient rooms, new operating rooms with the latest technology and many other substantial improvements. Based upon previous collaboration with the PFAC, the new building included a Patient and Family Resource Center to serve as a central location for patients, families and community members to obtain information and resources on wellness, health conditions, nutrition and other topics from Suburban Hospital and Johns Hopkins Medicine. (See PFAC 2020 Annual Report: hopkinsmedicine.org/news/publications/suburban-pfac-annual-report/annual-report-2020)

The COVID-19 pandemic resulted in the closing of the Resource Center shortly after it opened. The Resource Center, however, proved its value after the COVID-19 vaccines became available when PFAs joined Suburban staff to utilize the Resource Center space as a vaccine information call center. (See PFAC 2021 Annual Report: “PFAs Staff Vaccine Information Call Center,” hopkinsmedicine.org/news/articles/pfas-staff-suburban-vaccine-call-center)

Following the success of the vaccine information call center, the PFAC realized it could effectively provide information to Suburban’s patients

and their families, as well as the community, remotely through a phone line and other electronic methods. Under the leadership of PFA June Graff, the PFAC created a “virtual” resource center combining a robust, easy-to-navigate website with a call-in number and email address monitored by PFAs.

As federal, state and local governments — as well as Johns Hopkins Medicine and other health systems — continue to roll back COVID-19 restrictions, we are optimistic about the opportunity to reopen the in-person resource center in the near future.



People seeking assistance in navigating the virtual Resource Center website or locating information not available on the website can leave a voice mail message or send an email with assurance a PFA will respond within one business day.



PFA Barrie Kydd provides advice to a caller to the PFAC help line



Jean Hochron and Anita Farb review resources in the Patient and Family Resource Center.



Anita Farb, PFA; Jean Hochron, PFAC co-chair; Barrie Kydd, PFA; and Merlyn Rodrigues, PFA, outside the Patient and Family Resource Center.

2022 Patient- and Family-Centered Care Leadership Award

In 2014, the Suburban Hospital Patient and Family Advisory Council established the PFAC Leadership Award to recognize volunteer and staff champions working to build a culture of patient- and family-centered care. This award is presented annually to an individual, unit or team that demonstrates an ongoing commitment to the culture of patient- and family-centered care (PFCC) and serves as a leader and model for others. PFAC members nominate candidates for the award, and a vote by the council determines the recipient.

The criteria for nominating an individual unit or team includes the following:

- Demonstrate a strong commitment to promoting the four core principles of PFCC at Suburban Hospital: dignity and respect; information sharing; participation; and collaboration.
- Play a leading role in implementing one or more PFCC initiatives that promote PFCC at Suburban Hospital.
- Demonstrate effective leadership by educating and motivating colleagues to implement PFCC principles.
- Serve as a model for other staff regarding the delivery of PFCC.

The PFAC is honored to acknowledge the Emergency Department, Pam Fogan and Kim Kelly as recipients of the 2022 Leadership Award.

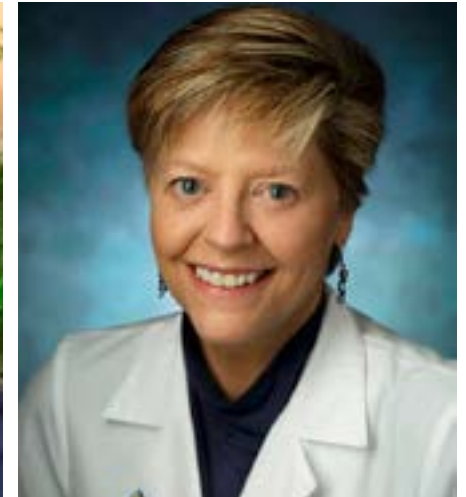
Suburban's **Emergency Department** received the award in recognition of its work during the height of the pandemic, specifically from February 2020 through December 2021. The team saw a record number of patients treated in a 24-hour period, while simultaneously dealing with an unknown and potentially deadly disease. Despite these challenges, the Emergency Department maintained high patient satisfaction scores.

Pam Fogan retired as Suburban's director of volunteer services in August 2022. Pam was recognized for 24 years of distinguished service to the Suburban Hospital family and untiring efforts to make every volunteer feel valued and appreciated.

Long-time staff and PFAC member **Kimberly Kelly, R.N., B.S.N., M.B.A., C.C.R.N.-K.**, former director of critical care, left Suburban in August 2022 to relocate to California to be closer to her family. The PFAC recognized Kim for her leadership of the intensive care unit and unyielding support of staff and patients during the height of the extremely challenging COVID-19 pandemic.



Pam Fogan, Suburban's Retired Volunteer Director



Kimberley Kelly, M.B.A., B.S.N., R.N., C.C.R.N.-K., former director of critical care



Greta Cuccia, B.S.N., R.N., C.E.N., Emergency Department clinical director

PFAC Participation in National Drug Take Back Days

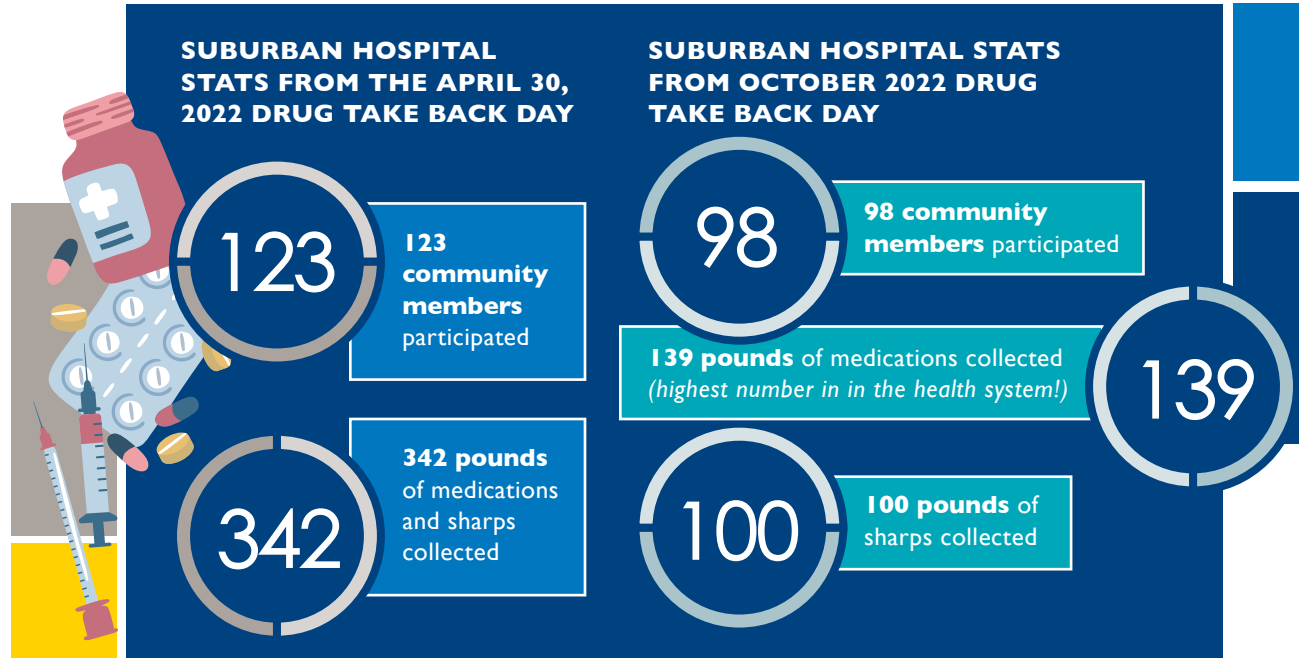


Nia Cresham (left) and other PFAs worked with Suburban staff (right) to collect and sort medications dropped off during the National Drug Take Back Days.

Suburban once again joined other hospitals

in the Johns Hopkins Health System (JHHS) to participate in National Drug Take Back Day in April and October. This event provides members of the community with the opportunity to safely dispose of unwanted medications, e-cigarettes, vape pens and “sharps” (injection needles). PFAs joined Suburban staff in working these contactless events where people could drive up to the front of the Emergency Department and drop off medications without getting out of their car.

Large numbers of community members dropped off medications and sharps, and the remarkable quantity of the materials received demonstrated the need for the service. Suburban led JHHS in the quantity collected in both April and October. During the April event, 123 people dropped off medication and sharps at Suburban, and the hospital collected 342 pounds of materials. In October, 98 community members dropped off 139 pounds of medication and 100 pounds of sharps.



Participation in Johns Hopkins Medicine Harmonized Care Partner and Visitor Policy

Several Suburban PFAC members, including staff and PFA members, participated on a task force to develop a harmonized, systemwide visitation policy. Over a period of several months and a number of meetings, the Suburban representatives joined their colleagues from across Johns Hopkins Medicine to develop the policy, which was implemented on May 11, 2023.

As previously discussed in this report, one of the key tenants espoused by the PFAC is that health care providers encourage and support patients and their families to participate in care and decision-making at the level patients choose. Accordingly, the policy notes:

Johns Hopkins values the importance of family presence, visitation and the positive impact it has on healing and well-being of patients. Visitation is a patient right that is balanced by the primary focus of patient care and meeting the clinical needs of all patients in the Participating Organization. Patients have the right to receive the individual(s) whom they designate (e.g., spouse, domestic partner, another family member, friend) and the right to withdraw or deny such consent at any time.

The policy recognizes that restrictions on visitation may be necessary in certain situations such as preventing interference with care, and the care partner's risk of infection from the patient and vice versa.

New JHM Visitor and Care Partner Visiting Policy

Johns Hopkins Medicine has a new visiting policy that includes changes for these adult and pediatric areas:

- Inpatient Hospitalization
- Emergency Departments
- Outpatient Areas and Clinics



FAREWELLS

The membership of the PFAC changed over the course of 2022. The contributions, small and large, of each and every PFAC member are much appreciated. Four of our now former members are remembered here for their outstanding contributions.

The Patient and Family Advisory Council is saddened to report the passing of two long-term PFAC members and dear friends, Elsie Durland and June Graff.

Elsie Durland: Elsie Durland, who died on Oct. 16, 2022, was a long-term cancer patient at Johns Hopkins. She served as a PFA member of the Suburban Hospital PFAC beginning in 2015 and also participated as a PFA on the Sidney Kimmel Comprehensive Cancer Center's PFAC. Elsie was particularly interested in patient education, helping patients and caregivers become successful advocates, and supporting her fellow cancer patients as a one-on-one coach and friend.

June Graff: June Graff, a founding member of Suburban Hospital's PFAC, died on Feb. 7, 2023. A former teacher, June played a key role in patient education efforts at Suburban and Johns Hopkins Medicine. She served faithfully for many years on Suburban's Pharmacy and Therapeutics Committee. Perhaps most notably, June was one of the initial founders of Suburban's Patient and Family Resource Center, and stepped forward early in 2022 to head up the committee that successfully opened our virtual Resource Center late in 2022.

Toby Levin: Toby is a founding member of the PFAC and its first PFA co-chair, serving four years in that position. Toby resigned from the PFAC in June 2022 to move to warmer climes. During her tenure as a PFA, Toby worked tirelessly to advance and promote patient- and family-centered care at Suburban Hospital and throughout Johns Hopkins Medicine.

Kim Kelly: A long-term PFAC member who served as Suburban's director of critical care for more than a decade, Kim resigned in August 2022 to return to her native California after a death in her family. Kim championed patient- and family-centered care at Suburban, and received the PFAC's PFCC Leadership Award twice. Kim, along with others on the critical care team, received the inaugural PFAC Leadership Award in 2014 (see ipfcc.org/resources/newsletters/issue70.htm), and Kim again received the award this year.



Elsie Durland



June Graff



Toby Levin, former PFAC co-chair, with Jacky Schultz, former president of Suburban Hospital.



Kim Kelly is celebrated for her work during the pandemic.

LOOKING FORWARD TO 2023

The PFAC's accomplishments in 2022 include the virtual reopening of our Patient and Family Resource Center and increased engagement of PFAs in hospital committees and work groups. Moving forward with increased post-pandemic participation, we expect the PFAC will have a growing impact on efforts to advance patient- and family-centered care at Suburban Hospital.



SUBURBAN HOSPITAL
JOHNS HOPKINS MEDICINE

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