The Johns Hopkins Hospital

Patient and Family Advisory Councils
Annual Report
2018
The Patient and Family Advisory Councils (PFACs) are dedicated to the improvement of quality in patient and family centered care at The Johns Hopkins Hospital. The Advisory Councils are comprised of past and present patients, family members, community members/leaders, and Johns Hopkins staff members.

Patients and their families are often the most knowledgeable members of the care team, and can offer unique perspectives and valuable feedback regarding the care they receive. Patient advisors represent the views of a diverse patient population, with members providing insight from a wide variety of perspectives including: gender, age, income, geographic location, personal inpatient and/or outpatient experience, etc.

Johns Hopkins staff advisors provide insight from their varying staff perspectives and medical disciplines. Staff membership includes physicians, nurses, safety and service specialists and managers.

This shared relationship enables the Advisory Council, which meets on a monthly basis, to:

- Identify patient and family needs and concerns
- Provide feedback on current and proposed policies, procedures, and systems
- Generate new ideas to improve care delivery and processes
- Act as catalysts and advocates to integrate patient-centered care across the institution

The six Patient and Family Advisory Councils are comprised of 114 Volunteers and 108 Staff members.

PFAC members serve on committees throughout the institution, such as:

- Board of Trustees Patient Safety & Quality Committee
- Children’s Center Nursing Quality and Safety Committee
- Ethics Committee
- JHM Clinical Community
- JHM Single Billing Committee
- Patient Experience Committees
- Pediatric Safety & Infection Control Committee
2018 Patient and Family Advisory Council Highlights

**Adult Council**
Contributed to the creation of a Patient Support Menu for patients with long lengths of stay.

Piloted a novel Music Therapy offering: Musicians from the Peabody Institute visited patients, playing keyboard and oboe for patients on two pilot units.

Provided patient and family centered care education sessions to first year medical students and for the Nursing Residency Program.

**Ambulatory Council**
Identified several safety concerns in the Johns Hopkins Outpatient Center. Recommended adding visual aids and removing opaque glass panels in the front entrance revolving door, and ideas for identifying and preventing fall hazards.

Contributed to the revision of Smart Source appointment letters, removing written directions and adding GPS coordinates and street addresses to help patient navigation.

**Emergency Department Council**
Provided ongoing input to the Emergency Department renovation plans, including overall facility layout, room functionality, privacy, patient flow, personnel safety concerns, etc.

Council feedback on current signage revisions and a new ED map.

**Pediatric Family Advisory Council**
Developed Family Fast Fact sheets for each inpatient unit, completed a Pediatric Patient and Family Handbook, and gave input on communication CPR

Worked to secure a $150,000 grant to provide free meal trays for breastfeeding mothers with an inpatient child.

**Sidney Kimmel Comprehensive Cancer Center Council**
Contributed to the development and opening of the new Skip Viragh Outpatient Center. Served as test patients for a staff dress rehearsal; tasted and provided suggestions on the Café name and menu; provided perspective on plans for the Café design, building artwork, furniture, and parking.

Completed a wide-ranging study of Integrative Medicine to assess and aid the implementation of Integrative services at JHH.

**Teen and Children’s Council**
Held the first Dance Marathon to occur in a hospital setting, The Baltimore Boogie had 97 participants and raised over $20,000 to fund the Beads of Courage program, Healing Arts program, and cellphone charging stations. Held annual Prom for Children’s Center adolescent patients.

Volunteers also provided feedback on Connect, Partner, Reflect, sharing their thoughts about how they would prefer to interact with providers.
Detailed Accomplishments by Council
FY 2018
## Adult PFAC

### Council Responsibilities

The Patient & Family Advisory Council advocates on behalf of patients and families of the Johns Hopkins Hospital for the provision of the highest quality of patient and family-centered care and infuses the voice of the patient into every aspect of the Johns Hopkins Hospital so that all patients receive optimum patient-centered care.

### Council Membership

Membership consists of 51 total members: 21 patient and family advisors and 30 staff members. Recruitment efforts continue to increase volunteer membership and diversity.

### Council Meetings

Council meetings monthly; 1st Wednesday of the month.

### Adult PFAC FY18 Accomplishments

<table>
<thead>
<tr>
<th>Domain</th>
<th>Activities</th>
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<tbody>
<tr>
<td></td>
<td>• Representation on the following Johns Hopkins Hospital committees:</td>
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<tr>
<td></td>
<td>o Care Redesign Program Leadership</td>
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<td></td>
<td>o Same Day Surgery Group</td>
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<td>o External Transparency Website</td>
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<td>o JHM Single Billing Statement: with the collaboration of PFAC members and Johns Hopkins Billing Staff, a single bill has been created and will roll out July 1st.</td>
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<td></td>
<td>o Board of Trustees Patient and Safety and Quality Committee</td>
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<td>o Board of Trustees Patient and Safety and Quality Performance Subcommittee</td>
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<td></td>
<td>o The Ethics Committee</td>
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<td></td>
<td>o The Johns Hopkins Medical Alliance for Patients Beneficiary Advisory Council and Regional Advisory Council</td>
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<td></td>
<td>o Surgical Quality Improvement</td>
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<tr>
<td></td>
<td>o Opioid Education Group</td>
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<td></td>
<td>o Service Quality Improvement</td>
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<td></td>
<td>o Patient – Family Centered Design Team</td>
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<td></td>
<td>• Representation on the following Johns Hopkins Medicine Committees:</td>
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<tr>
<td></td>
<td>o PFAC Clinical Community</td>
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<td></td>
<td>o Education PFAC</td>
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<td>o Patient Engagement Program Leadership Committee</td>
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<td>• PFAC member participated in a panel on Experiences and Concerns for the Armstrong Institute for Patient Safety and Quality Grand Rounds</td>
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<td>• Two PFAC members partook in the 3rd annual Patient - Provider Collaborative Conference: Making Patient Centered Care a Reality in June of 2018; one as a panelist and one as the moderator. Two PFAC representatives were also members of the conference planning committee.</td>
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<tr>
<td></td>
<td>• Two PFAC members participated in the Community Partners Meeting during the 2018 Magnet Site Visit</td>
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</tbody>
</table>
| Community Participation/Engagement | • The PFAC collectively came up with two Proactive Risk Assessment proposals and submitted them to the Proactive Risk Assessment committee  
• Provided feedback for the Health Equity Awareness Campaign  
• Provided feedback for the next Five Year Strategic Plan |
|-----------------------------------|---|
| Complementary Therapies | • An Emotional Support Menu for patients with long lengths of stay was created by a PFAC member. This menu includes, but is not limited to, distress screening by the social worker on the unit, guided meditation, and a visit from a Peabody Institute musician  
  o Two Peabody musicians have been playing a keyboard and an oboe on two piloted units (Maternity Inpatient on Zayed 8W and Comprehensive Transplant on Zayed 9W) |
| Healing Environments | • Provided feedback for the Hand Hygiene Campaign  
• Provided feedback for The Workplace Violence Prevention initiative/signage |
| Patient-Centered Communication | • Provided medical training education sessions to:  
  o First year med students to inform them on the patient’s use of MyChart  
  o The Nursing Residency program students to inform them on patient and family-centered care  
• Provided feedback for the Patient Bill of Rights |
| Patient Education | • Provided feedback for the Patient Education Application Design (WELBY) |
| Research | • Provided feedback for The Choosing Wisely initiative/lecture series created by medical students  
• Involved in the PCORI Perioperative Palliative Care Trial Surrounding Cancer Surgery for Patients and their Family Members |

### Adult PFAC FY 2019 Goals

- Increase diversity on the PFAC
- Increase PFAC member involvement on hospital committees
- Decrease caretaker burnout by developing resources and tools for family members/caregivers.
- Continue the PFAC involvement with the Johns Hopkins Hospital initiative on:  
  o Workplace violence  
  o Single Billing Statement
- Update the Patient Wish List
- Continue holding Cafés as a way of engaging the patient community.
- A PFAC member is presenting a breakout session at the 2018 Planetree International Conference on Person-Centered Care on October 8, 2018 in Boston, Massachusetts with the JHH Surgical Quality Improvement team
- Create a plan to engage E-Advisors through the Hopkins Medicine Virtual Advisors Website
- Create a Speakers Bureau of Patient and Family Advisors to deliver PFCC education  
  o Present at Medical Training Education Sessions  
  o Present to first year pharmacy residency students  
  o Present to clinical staff on units
## Pediatric PFAC

### Council Responsibilities

The Pediatric FAC believes in its mission: Promoting a culture of patient and family centered care at JHCC. The Council provides resources and guidance to strengthen collaboration, communication, and mutual respect between the healthcare team, patients and families to achieve the highest quality outcomes and care possible.

### Council Membership

An interdisciplinary, diverse council consisting of families and staff. Over 50 council members; 31 of which are family advisors. Family advisors represent experiences from inpatient, outpatient, ambulatory and specialty clinics. Staff advisors include representation from leadership within the Children’s Center, frontline staff and 3 Nursing and 3 Medical Students. Recruitment of new council members is ongoing.

### Council Meetings

Council meetings are held on the third Wednesday of each month, with the exception of August and December. The March meeting is just for Parent Advisors.

## Pediatric PFAC FY18 Accomplishments

<table>
<thead>
<tr>
<th>Domain</th>
<th>Activities</th>
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<tbody>
<tr>
<td><strong>Committee Involvement</strong></td>
<td>The following Volunteer Opportunities were fulfilled:</td>
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<tr>
<td></td>
<td>• Psychiatric CUSP team</td>
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<td></td>
<td>• Pediatric Comfort Items, Safety &amp; Infection Control workgroup</td>
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<td></td>
<td>• Pediatric Development Advisory Council</td>
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<td></td>
<td>• JHM Single Billing Committee in cooperation with adult side</td>
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<td></td>
<td>• JHCC Nursing Quality and Safety Committee</td>
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<td></td>
<td>• Perioperative Patient Experience Group</td>
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<td></td>
<td>• JHCC Technology work group</td>
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<td>• JHCC Resiliency workgroup</td>
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<td>• Health Equity Workgroup</td>
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<td>• 19 Parent Advisors on 35 different hospital committees</td>
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<p>| <strong>Community Participation/Engagement</strong> | Participation in Family Centered Rounds Simulation training for rising senior residents; providing the opportunity to practice interacting with difficult families and how to have difficult conversations. |
|                                       | Parent on Staff audits medical team rounds once a month to provide Residents PFCC feedback on Family Centered Rounds. |
|                                       | Recruited 5 new FAC advisors.                                               |
|                                       | Participate in Leadership Rounds in the Children’s Center.                  |
|                                       | Parent Advisor gave keynote speech at the Clinical Excellence awards.       |
|                                       | Collaborated with JHH Councils at both the Safety Summit, January Leadership Panel, and the Patient-Provider Collaboration Conference. Parent advisor participated in the planning and also was on several patient panels. |
|                                       | Collaborated on clear, consistent signage on all unit visiting signage in the Children’s Center. |</p>
<table>
<thead>
<tr>
<th>Complementary Therapies</th>
<th>The Johns Hopkins Hospital Patient and Family Advisory Councils Annual Report 2018</th>
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</thead>
</table>
| • Parent Advisors involved in PICU security initiatives, changes to the visiting policy and the implementation of Care Codes.  
• Participated in the annual Proactive Risk Assessment. |

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<thead>
<tr>
<th>Complementary Therapies</th>
<th>The Johns Hopkins Hospital Patient and Family Advisory Councils Annual Report 2018</th>
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</table>
| • Continued support of Parents Supporting Parents Program in Pediatric Cardiology; trained 10 parent mentors and have matched 6 parents.  
• Parent advisor once again volunteered to organize a drive for Comfort Care Items for patients and families through JHU (approximately 300 Comfort Bags were collected)  
• Funded the start of a peer mentoring and support group in Nephrology |

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<tr>
<th>Food and Nutrition</th>
<th>The Johns Hopkins Hospital Patient and Family Advisory Councils Annual Report 2018</th>
</tr>
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</table>
| • PFCC team met with Leadership about opening Bloomberg 3 Grab & Go Café to families, instead of staff only. PFCC team tasked with marketing the space to staff, patients and families. FAC provided input on what they would like to have available in the Café.  
• Secured a $150,000 grant to provide free meal trays for breastfeeding mothers whose child is inpatient.  
• Family Meal Program. Monthly meals are provided to all units for families. Holiday Meals are provided for the entire Children’s Center on Thanksgiving and Christmas.  
  o Secured private funding to have dinner served to pediatric patients and their families in the JHCC Atrium on Thanksgiving and Christmas (both events staffed by FAC volunteers)  
  o Staffed by FAC volunteers. |

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<tr>
<th>Healing Environments</th>
<th>The Johns Hopkins Hospital Patient and Family Advisory Councils Annual Report 2018</th>
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</table>
| • Consulted on new security system and implementation. Parent Advisor on Healthy Environment committee which oversaw the security rollout, created educational materials for staff and families, and continues to provide process improvement input.  
• Submitted an Innovation Grant to fund programming for resiliency and stress reduction for parents and to create a business center in the Children’s Library for families.  
• Advisors in the Healthy Environment Workgroup  
• PFAC members donated time to help with Snowflake Station in December  
• Funded the following PFCC special projects:  
  o New noise cancelling headphones for MRI  
  o 4 TV’s, 2 DVD players, an X-box for Infusion Clinic  
  o Play and learn liquid tiles for exam rooms in Specialty Clinic  
• Helped fund 10 charging stations, providing one station for every inpatient unit and the Harriet Lane, Infusion and Rubenstein Outpatient Clinics. |

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<tr>
<th>Patient-Centered Communication</th>
<th>The Johns Hopkins Hospital Patient and Family Advisory Councils Annual Report 2018</th>
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</thead>
<tbody>
<tr>
<td>• FAC gave input on a family fast FACT sheet for each inpatient unit. The FACT sheet is given out with admissions folders. Feedback was collated by the PFCC and CCSC teams for distributions. Fact sheets are being distributed on 100% of units.</td>
<td></td>
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</table>
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- A video was created for NICU families to watch upon admission with top tips for Families from Families. The video is shown on iPads in the NICU.
- A short video with top tips for Families to Families was created and is shown to all patients and families in the Children’s Center during weekly Bingo. Tips were create by the FAC.
- Created a De-escalation pathway and family trigger diagram to train staff on proper de-escalation scripting for difficult family situations.
- Council consulted on CPR Physician communication tool which was presented at the Patient Safety Summit, Patient Experience Grand Rounds. CPR training provided to Orthopedics, GI, Neurosurgery, GPS, and Anesthesia.
- Provided feedback on the PICU patient transition program.
- Funded transgender transition patient support materials

Patient Education

- A Pediatric Patient Handbook was completed and is being distributed. Entire process was led and completed by the PFCC team with FAC involvement and input.
- 4 Parent Advisors reviewed and edited the new Pediatric Psychiatric Inpatient Handbook for Bloomberg 12 South.
- Created an educational brochure on Family Centered Rounds (FCR) for families which is being used on all units.
- Providing ongoing education and partnership with Cardiology to increase activity and promote the Parents Supporting Parents Program.
- Sent 3 staff and 3 parent advisors to the Planetree Conference in Baltimore.
- 2 Parent Advisors and 4 staff advisors presented at the IPFCC conference in Baltimore. Sent 16 Advisory Council members to the conference.
- Collaborated and provided input on better use and understanding of MyChart

Research

- Parent advisor presented research project on Family Centered Rounds.

Pediatric Standing Goals & Initiatives

Parent Presence on Hospital Committees
- Increased number of parents on committees by 9.

Enriching Faculty & Staff by Sharing Parent/Patient Stories
- Parent advisor consulted on creating a 2 hour psych fellow training on how to increase communication with families.
- Parent advisor included in Education Innovation retreat.
- Parent Advisor invited to speak at monthly Adult Nursing Core 2 training, Peds Core 2, med students, new residents, and FCR simulation with rising senior residents.
- Parent Advisor and Staff FAC member part of Patient Experience Grand Rounds Panel on communication

Diversity in Recruiting FAC Members
- Psych Staff member recruited to be on Council.
- Recruitment of CDH parent, foster parent, recent Cards Parent.
- Working on developing a café for the Harriet Lane Clinic

Family Centered Rounds (FCR)
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- FAC gave input into PICU round changes and to unit based rounds.
- Parent advisor to begin monthly audit of FCR
- Parent Advisor presented doctoral research on FCR
- FCR brochure rolled out to all units

Continued involvement with HR and HR initiatives/practices
- Continued involvement in the education of CCSRs, CCSCs, Nurses in Nursing Core II (Both Peds and Adult), medical students, and New Resident Orientation
- Participated in interviews for new CCSCs and CCSRs.
- Interviewed candidates for the Chief Safety and Quality Officer for the Children's Center, VP Armstrong Institute.
- Parent Advisor participated in Nursing Magnet recertification process

Pediatric PFAC FY 2019 – 2020 Goals

- Meeting the needs of long term patients and families
  - Participate in workgroups with other councils and partner with hospital leadership to collaborate on improving the experience of long term patients and families.
- Communication
  - Partner with leadership in creating opportunities, tools and experiences to improve communication between providers, patients and families.
- Transition of Care
  - Identify best practices by using patient and family experiences to facilitate smooth transitions of care for patients and families from: floor to floor, floor to home, floor to outside facility, and Peds to Adult care.

Teen & Children’s Council

Council Responsibilities
The Teen and Children’s Council provides a way for adolescents who receive care at Johns Hopkins Children’s Center to provide insight and feedback on their hospital experiences. This provides an opportunity for the healthcare team to listen to their perspectives and incorporate this into the care that the Johns Hopkins Children’s Center provides. The Teen and Children’s Council also strives to give back to patients of the Children’s Center through fundraising and hosting special events, such as Prom.

Council Membership
Membership consists of 33 members: 23 teen volunteers between the ages of 12 and 21; 10 staff members.

Council Meetings
Council meetings are monthly; 2nd Tuesday of every month.

Teen & Children's Council FY18 Accomplishments

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<tr>
<th>Domain</th>
<th>Activities</th>
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<tbody>
<tr>
<td>Committee Involvement</td>
<td>Celebrated TACC’s 5 Year Anniversary</td>
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</tbody>
</table>
| Community Participation/Engagement | • Provided feedback to Radiology on their experience with CT’s and MRI.  
• Provided feedback on the Fond Farewell and the types of information that would be important for them to receive.  
• Provided feedback on ShapeLand and how to incorporate this concept in a more age appropriate way in adolescent areas, including the Book Nooks. |
### Complementary Therapies
- The money raised from the Dance Marathon supported the following initiatives:
  - Funded for the Beads of Courage Program
    - Including the addition of palliative care to the areas that participate and are funded
  - Healing Arts Program
  - Purchase of Cell Phone Charging Stations for all floors in the Children’s Center

### Healing Environments
- Planned a Dance Marathon (the first to occur in a hospital setting) named The Baltimore Boogie with 97 participants and over $20,000 raised.
- Hosted a Prom for 65 adolescent patients, all of which was planned and coordinated by our TACC members.
- Volunteered and participated in Snowflake Station with our Child Life colleagues

### Patient-Centered Communication
- Provided feedback on Connect, Partner, Reflect - asked members to think about how they would prefer to connect to doctors, partner with doctors and reflect back on information with doctors
- Provided feedback on the ‘About Me’ Poster, used to help pediatric patient’s transitions between levels of care.

### Patient Education
- Provided feedback on Family Centered Rounds, including what teens want to know on daily rounds, as well as their short and long-term plan of care.
- Presented a poster about TACC at the International Patient and Family-Centered Care Conference
- Presented at rounds during Patient and Family Centered Care Week

### Teen & Children’s Council FY 2019 Goals
- Provide feedback as it relates to communication
  - How to give information
  - How to give patient’s their own voice
  - Public speaking
  - Explain things in a way kids understand
  - Communicating to patients, parents and staff
- Support long term pediatric patients
  - Engagement in activities in the children’s center
  - Host a pizza night on the teen floor
  - Host and support movie night
- Continue hosting Baltimore Boogie
  - Execute a successful 2nd year of Baltimore Boogie and exceed our goal of $20k
- Continue to host Prom for adolescent patients of the Children’s Center.
- Enabling those who miss their own school’s dance, due to sickness and illness, to have a sense of normalcy and a special event to celebrate!
### Sidney Kimmel Cancer Center Council

#### Council Responsibilities
The Sidney Kimmel Comprehensive Cancer Center’s Patient and Caregiver Advisory Council (PCAC) promotes a culture of patient and family centered care. The Council collaborates with patients, their caregivers and healthcare staff to provide a personal and positive experience for every patient and the caregivers who support them.

#### Council Membership
Membership consists of 47 members: 25 staff and 22 patients/caregivers.

#### Council Meetings
Council meetings are monthly; 1st Thursday of the month.

### Sidney Kimmel Cancer Center Council FY18 Accomplishments

<table>
<thead>
<tr>
<th>Domain</th>
<th>Activities</th>
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</table>
| Committee Involvement   | • SKCCC Cancer Committee  
                          • SKCCC Patient Experience Committee  
                          • JHH Adult PFAC  
                          • Pediatric Oncology PFAC  
                          • JHM PFAC Clinical Community  
                          • JHM PFAC Clinical Community ICU Evaluation Committee  
                          • PFAC Collaborative Committee  
                          • Single Bill Committee  
                          • Nursing Awards Committee  
                          • Community Partner’s Meeting during the 2018 MAGNET Site Visit  
                          • Viragh Art Committee  
                          • Viragh Café Committee  
                          • Viragh Safety Task Force for Walkway  
                          • Care Redesign Program Leadership  
                          • Health Equity Steering Committee  
                          • Quality Improvement Committee (QIC)  
                          • Pancreatic Cancer Patient Support Meetings  |
| Community Participation/Engagement | • Several council members served as test patients for staff dress rehearsal at the Viragh Building prior to opening day.  
                          • Stepped up recruiting efforts and added several new members.  
                          • Council members spoke at Head and Neck Cancer Survivor’s Day in April  
                          • The PCAC had a table at the Cancer Survivor’s Day in June.  
                          • Council member was a panelist at the Patient-Provider Collaborative Conference in June 2018.  |
| Food and Nutrition      | • Members provided suggestions and feedback on the New Skip Viragh Outpatient Café including the café’s name, menu, and a food tasting.  |
| Healing Environments    | • Members provided on-going feedback and the patient/caregiver perspective on plans for the new Skip Viragh Outpatient Building, including (but not limited to) café design, artwork, parking, signage, some design/furniture choices.  |
| Patient-Centered Communication | • Administrative improvements include: implementing on-line application process and follow-up, providing call-in capability at meetings, establishing monthly leadership conference call.  |
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- Reviewed proposed mailings and phone scripts used to communicate information to patients about the move to the new Viragh Building

**Patient Education**
- Created new brochure about the PCAC for informational and recruiting purposes

**Research**
- Completed wide-ranging study of Integrative Medicine to assess services at JHH, top-ten cancer centers in the USA and several local hospitals.
- Two council members participated in a SKCCC research project titled "Evaluating Symptom Relief and Quality of Life for Adult Leukemia Inpatients Receiving Integrative Medicine Therapies."

Sidney Kimmel Cancer Center Council FY 2019 Goals
- Work to expand member participation in decision-making process, including:
  - Survey council members to identify current and past committee/study participation outside of monthly meetings
  - Survey SKCCC staff to determine new opportunities for council member involvement
  - Recruit council members to serve on as many hospital committees as possible
  - Provide guidance on effective participation in decision-making process
- Continue and expand efforts to recruit new council members
- Look for opportunities to increase support for caregivers
- Renew efforts to promote Integrative Medicine services at SKCCC and JHH overall
- Look for opportunities in areas of interest as identified by council members, including:
  - Navigational support for patients and caregivers
  - Screening for distress
  - My Chart issues: tracking response times from doctors, posting of test results
  - “Buddy system” for cancer patients
  - Support for younger cancer patients

**Ambulatory PFAC**

**Council Responsibilities**
The primary focus of the Ambulatory PFAC is centered on the four components of an outpatient visit (pre-visit/scheduling, arrival/check-in, visit/treatment/check-out, post visit follow). The council’s goal is to create an ideal patient experience at the Johns Hopkins Outpatient Center.

**Council Membership**
Membership consists of 23 members, which includes 13 Johns Hopkins staff, 1 JH staff/patient volunteer, and 9 patient volunteers.

**Council Meetings**
Council meetings are monthly; 3rd Thursday of the month.

**Ambulatory PFAC FY18 Accomplishments**

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<th>Domain</th>
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<tr>
<td>Community Participation/Engagement</td>
<td>• Increased patient volunteers by 3 members</td>
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<td>• Advised on a Patient Story Booth that is part of a PCORI grant. The Patient Story Booth is located on the 1st floor of JHOC where oral histories are collected to preserve, describe, and share the experience of patients receiving care at Johns Hopkins Hospital.</td>
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<tr>
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<td>• Provided feedback to Service Excellence on no wrist banding pilot in JHOC and the wayfinding student volunteer</td>
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Healing Environments
- Advised on identifying and preventing fall hazards in JHOC to the Ambulatory Quality Team Leader
- Identified several safety concerns in JHOC and made improvement recommendations, including adding visual aids on glass panels at the front entrance and removal of opaque glass panels in revolving door which created an increase of patients colliding into one another

Patient-Centered Communication
- Worked with staff to revise the SmartSource appointment letter. Changes included removing the written directions, adding GPS coordinates and street addresses, and including maps. The council also recommended that appointment letters for return visits be discontinued; as of June 1, this is effective.
- Advised on JH Pharmacy’s communication plan for the Medication Takeback program and collection sites throughout Johns Hopkins

Ambulatory PFAC FY 2019 Goals
- Develop an Ambulatory PFAC intranet site
- Increase diversity on the council
- Increase patient volunteers by 3
- Appoint one Ambulatory PFAC volunteer to an Ambulatory JHH Committee
- Identify the ideal ambulatory patient experience at the Johns Hopkins Outpatient Center
- Define wait time standards
- Define communication standards

Emergency PFCAC

Council Responsibilities
The Johns Hopkins Emergency Department Patient, Family, and Community Advisory Council, in partnership between the community, patients, family, departmental leadership, clinicians, faculty, and staff, will provide the voice of the patient in operational and research related decision-making to provide the highest quality patient- and family-centered care.

Council Membership
Membership consists of 21 people: 10 patient, family, or community members and 11 staff members

Council Meetings
Council meetings are monthly; 2nd Wednesday of the month.

Emergency PFCAC FY18 Accomplishments

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<tr>
<th>Domain</th>
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<tbody>
<tr>
<td>Committee Involvement</td>
<td>• The ED Service Excellence Committee (SEC) helped to address implementation strategies for improvement of EDCAHPS data.</td>
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</table>
| Community Participation/Engagement | • Provided feedback for The Health Equity Awareness campaign designed by the JHM Office of Diversity and Inclusion and Maryland Institute College of Arts (MICA) students. The council remained updated throughout each phase of the project.  
• A member of our PFAC participated as a panelist in the Patient Provider Collaborative Conference at JHH on June 15th and helped staff a PFAC table at the Sisters Together and Reaching Health Fair held on August 29th. |
### Healing Environments
- Provided feedback on the ED upfront redesign i.e. panel colors and designs, traffic flow from the waiting room to the back area, the furniture, etc.

### Patient-Centered Communication
- Provided feedback on the new Emergency Department map that is being created by SEC and will be provided in our ED. The suggestions that were made and taken into account are the adjustment of the layout, booklet format to provide ease for patient usage, word editing.
- Provided feedback on the Medication Takeback Program and made suggestions pertaining to the communication and community piece.

### Emergency PFCAC FY 2019 Goals
- Meeting the needs of patient and families that come to the ED
  - Partnering with the Service Excellence Committee to improve patient care and experience.
- Continue recruiting new members for the council and increase the diversity on the council.
  - Onboard a new PFAC member that will join completely remotely.
- Participate in at least one event outside of the hospital and within our immediate community.
- Join the ED Palliative Care Program team