

The Johns Hopkins Hospital Patient & Family Advisory Councils Annual Report 2023



Christmas Dinner for Pediatric Families



Pediatric Comfort Cart



TACC Homecoming 2022



Sound Rounds Performance



SKCCC 50th Anniversary Celebration



Adult ED Grand Reopening



ABOUT PATIENT AND FAMILY ADVISORY COUNCILS

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



Who are we?

The seven Patient and Family Advisory Councils were comprised of **206 members in FY22:** 121 Volunteers and 85 Staff members.



Where do we serve?

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

- JHH Board of Trustees Patient Safety & Quality Committee
- Children's Center Nursing Quality and Safety Committee
- Comprehensive Unit-based Safety Program (CUSP) Committees
- JHM Medical Ethics Committee and Consultation Service
- Educational Seminars for staff/students
- Surgical Quality Improvement Committees
- Patient Experience Committees
- Pediatric Safety & Infection Control Committee

Patient and Family Advisory Councils

FY 2023 Report



JOHNS HOPKINS
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**THE JOHNS HOPKINS
HOSPITAL**

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. The Council infuses the perspectives of patients and families into every aspect of the Hospital so that all patients receive optimum patient-centered care.
Council Membership	Membership consists of 32 total members: 18 patient and family advisors, 14 staff members.
Council Meetings	Council meets monthly on the first Wednesday of the month.

Adult PFAC FY 2023 Accomplishments	
Domain	Activities
Committee Involvement	<ul style="list-style-type: none"> • Representation on the following Johns Hopkins Hospital committees/workgroups: <ul style="list-style-type: none"> ○ Anesthesiology and Critical Care Medicine Committee ○ Blood Clot Prevention Workgroup ○ Neurosciences Department Quality Improvement Committee ○ Neurosciences Zayed 12W Patient Experience Group ○ Parking Analysis Steering Committee ○ Patient- and Family-Centered Design Team ○ Patient-Centered ED Palliative Care Research Project Subcommittee ○ Patient Safety Committee ○ Pneumonia Prevention Group ○ Revenue Cycle Billing ○ Service Quality Improvement Committee ○ Surgical Quality Improvement Committee ○ Telemedicine Equity Working Group ○ Visitor Welcoming System Subcommittee • Representation on the following Johns Hopkins Medicine committees/workgroups: <ul style="list-style-type: none"> ○ JHM PFAC/PFCC Collaborative ○ JHHS Opioid Stewardship Clinical Community ○ Medication Management Clinical Community

<p>Community Participation/Engagement</p>	<ul style="list-style-type: none"> • To help spread awareness about PFAC to hospital staff and the community, PFAC was featured in Deb’s Digest and the Council created new business cards and flyers • Worked with the JHH VP of Quality Improvement to identify ways for QI to better engage patients/family members, and identify what the priorities should include • Provided feedback on the HSCRC Total Cost of Care Model • The CNO of Hospital Punta Pacifica attended 1 monthly meeting and had a 1:1 meeting with PFAC leadership to learn from our organization • Partnered with the Materials Management Department to identify sustainability goals and communication methods to our patients and community • Provided future survey suggestions to JHM Virtual Advisors
<p>Complementary Therapies</p>	<ul style="list-style-type: none"> • Continued to expand the Arts-in-Health program: <ul style="list-style-type: none"> ○ The Sound Rounds program restarted in Spring 2023, hiring 2 new musicians. PFAC members participated in their auditions • Collaborated with Weinberg 4CD to create a Patient Journal pilot: provided input on the goal prompts, labels, design, and questions
<p>Healing Environments</p>	<ul style="list-style-type: none"> • Collaborated on the Visitor Welcoming System (VWS) that has been installed at hospital entrances: <ul style="list-style-type: none"> ○ The PFAC reviewed badge samples for the VWS and voted on their preferred badge format/name display. The Council also provided feedback on traffic flow at front entrances ○ Several PFAs serve on a subcommittee that has helped with communications, equipment designs, site observations, and surveying visitors • PFAC member participated in a project to provide family portraits to the bedside of Zayed 12W Neuroscience patients • Implemented a Mindfulness Moment on each monthly agenda led by a guest or patient co-chair • Provided input on renaming the Johns Hopkins Walking Escort Service • Provided feedback on the updated Workplace Violence Signage

<p>Patient-Centered Communication</p>	<ul style="list-style-type: none"> • Collaborated with JH Revenue Cycle operations to improve the MyChart paperless billing and make the estimated payment letters patient-friendly <ul style="list-style-type: none"> ○ PFAC member joined the subcommittee • Provided feedback on appropriate messaging and printed materials to the Fall Prevention Committee regarding how to best assist high fall-risk patients when toileting • Continued the PFAC Newsletter that shares important and updated information with all JHM PFAC members. It includes websites and resources, open committees and current projects, webinars and articles from national PFCC organizations, etc. • Provided feedback on the Adult Patient Population Safety Precautions policy • Helped to identify what care coordination services are needed in the outpatient setting • Provided input on Environmental Services patient toileting signage
<p>Patient Education</p>	<ul style="list-style-type: none"> • Continued to provide PFCC education training sessions to: <ul style="list-style-type: none"> ○ First year medical students ○ CCSC/CCSR/UA new employee training • Provided feedback on the DOM Medication Management Fast Fact Sheet Pilot tool and when/how it should be provided to the patient • Provided feedback on the Neurosciences fall risk signage and appropriate interventions

<p style="text-align: center;">Adult PFAC FY 2024 Goals</p>	
<ul style="list-style-type: none"> • Explore avenues in which the PFAC can participate in local and state legislation that impacts healthcare and patients • Participate in Planetree recertification: the site visit and including PFAs in the new hire process • Partner with Infinite Legacy to educate other patients and family members about organ transplant • Increase our internal marketing methods to better inform the hospital personnel of our purpose and work • Continued involvement in the following topics: <ul style="list-style-type: none"> ○ Food and nutrition: advising on more available options, communications and future plans. ○ Visitor Welcoming System as the next phases roll out ○ Patient billing 	

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; 38 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. Four new members were recruited.
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 FY 2023 Accomplishments	
Domain	Activities
Committee Involvement	<ul style="list-style-type: none"> • The following Volunteer Opportunities were fulfilled: <ul style="list-style-type: none"> ○ ED Vestibule Re-design ○ Oncology Road to Zero Clabsi Workgroup ○ Centralized Visitation Policy across JHM ○ Visitor Management System Review Group ○ JHH Parking Study Workgroup ○ Complex Care Team Advisory Board • 20 Parent Advisors on 46 different hospital committees, an increase of 9 new Parent advisors on committees this year
Community Participation/Engagement	<ul style="list-style-type: none"> • Recruited 4 new FAC advisors • Participated in the annual Proactive Risk Assessment • Participated in another Harriet Lane Patient Café and acted as a consultant to them forming their own HLC PFAC • Continued to Partner with Development to help secure funds to alleviate the parking expense for newly diagnosed oncology families • Partially funded the screening of the documentary, “Baltimore’s Strange Fruit,” with Hopkins Community Connections • Hosted a PFCC Grand Rounds Panel on “The Hunger Cliff: Addressing food insecurity in our community” • Continued management of a Facebook page for Child Life/PFCC. Target audience is inpatient parents, so they know what is happening on CCTV and around the hospital

	<ul style="list-style-type: none"> Continued management of a closed Facebook Group for Parent Advisors to be able to give quick real time feedback on hospital issues
<p>Complementary Therapies</p>	<ul style="list-style-type: none"> Continued support of Parents Supporting Parents Program in Pediatric Cardiology, Oncology and the CDH Community. Also consulted on bringing programs to Burn, Transplant, and Renal Continued the Family Support Program by hosting weekly buffet style family lunches in the Patient and Family Library, feeding nearly 3,000 caregivers Continued hosting of weekly Parent Bingo Program on CCTV Resumed weekly chair massages for caregivers in the Family Library Partnered with Child Life to provide special Mother’s and Father’s Day treat bags for all inpatient units
<p>Food and Nutrition</p>	<ul style="list-style-type: none"> Promoted resilience and reduced stress by: <ul style="list-style-type: none"> Continued Family Meal Program. Weekly meals are provided to all units for families, serving nearly 3,000 families Food Pantry in PICU, Oncology, Patient and Family Library for families serving over 2,600 families this year. Partnered with Chai lifeline to bring in Kosher snacks for the pantries ED Comfort Cart was established during the fall respiratory surge for patients and families with long waits Frequent consultations with the PFAC from nutrition about the closing of the Cobblestone Café and the roll out of various options to take its place Established a breastfeeding mom workgroup, working through how to operationalize providing 1-2 free meal trays a day to breastfeeding moms Thanksgiving and Christmas Holiday Meals were once again hosted buffet style in our Family Library PFAC member participated in a food/dining space audit, looking at signage, new machines and workflows
<p>Healing Environments</p>	<ul style="list-style-type: none"> Continued support of an Artist in Residence, 8 hours per week, to round on families in their rooms, bringing a creative outlet to them at the bedside Performed monthly environmental audits of the family kitchens and improved refrigerator signage for families in both English and Spanish PFAC members participated in several environmental audits of the hospital, looking at signage, cleanliness and safety of environment

	<ul style="list-style-type: none"> • Participated in Radiothon Innovation Grant selection
Patient-Centered Communication	<ul style="list-style-type: none"> • Standardized the admission folder contents that every parent is to receive upon admission. Responsible for maintaining and updating these documents • Updated the Pediatric Patient and Family Handbook which is distributed upon admission and available on the bedside iPad • Created patient handout regarding food options in the hospital which are posted on units • Provided feedback to the Harriet Lane Specialty Clinic on their Follow-up Appointment Scheduling Initiative • Provided feedback on presenting Clabsi information to patients and families • Provided feedback on the Communication and Resolution Program (CRP) in Pediatrics • Provided feedback to Pediatric Emergency Department leadership on setting expectations with patients and families in the waiting room • Provided feedback and participated in creating Parental Presence During Anesthesia Induction video
Patient Education	<ul style="list-style-type: none"> • 12 Parent advisors in 15 staff education trainings across JHH • Such educational venues include: <ul style="list-style-type: none"> ○ Pediatric Nursing Orientation ○ Pediatric Intern Orientation ○ CCSC/CCSR/UA new employee training ○ FCR simulation training for med students ○ FCR audits of residents ○ PFCC Grand Round Panel
Research	<ul style="list-style-type: none"> • PFAC member continues to work on for the Music in Pain PCORI Project

Pediatric Standing Goals & Initiatives

- Parent Presence on Hospital Committees
 - Currently 20 advisors on 46 hospital committees
- Diversity in Recruiting FAC Members
 - Added 4 new parent advisors
- Family Centered Rounds (FCR)
 - Parent advisor conducts monthly audit of FCR
 - Parent advisor involved in I-PASS FCR training and implementation
- Continued involvement with HR and HR initiatives/practices

Pediatric PFAC FY 2024 Goals

- Explore ways to make JHCC more accessible to those we currently serve and to the surrounding community
- Due to COVID-19, many processes related to PFCC changed for safety reasons—Identify ways to restore PFCC processes, examine what changed, what we should keep and what we can expand on
- Use Parent Advisors to create more resources for both staff and families that could benefit from their insight and expertise. This can be done through written materials, video creation, and increased participation in educational sessions, panels, and support groups

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.
Council Membership	Membership consists of 21 members: 15 teen volunteers between the ages of 12 and 21; 6 staff members.
Council Meetings	Council meets monthly on the second Tuesday of every month.

Teen & Children’s Council FY 2023 Accomplishments

Domain	Activities
Committee Involvement	<ul style="list-style-type: none"> • Our teens continue to participate yearly in the white coat ceremony for the med students and share their story • One of our teens participated in giving feedback on food eatery signage
Community Participation/Engagement Complementary Therapies	<ul style="list-style-type: none"> • Council planned and hosted a Homecoming dance for current and previous Hopkins Children’s Center patients • The Baltimore Boogie was implanted into the 30-day miracle movement • The teens helped host a Mario Cart themed event in the teen room helping raise money for the Children’s Center
Healing Environments	<ul style="list-style-type: none"> • Gave input on Teen Programming
Patient-Centered Communication	<ul style="list-style-type: none"> • Provided feedback on: <ul style="list-style-type: none"> ○ MyChart initiatives ○ Sensitive Exams ○ Project Protect • Parent Presence on induction
Patient Education	<ul style="list-style-type: none"> • We continue to share our stories when appropriate

	<ul style="list-style-type: none"> • Participated in Med Student Education • Provided feedback on increasing technology in education for fellowship program • Gave feedback on MyChart initiatives
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Teen & Children’s Council FY 2024 Goals	
	<ul style="list-style-type: none"> • Help with July Carnival being held by the Child Life Department • Continue to host Homecoming/Prom events for adolescent patients of the Children’s Center • Continue to provide feedback to those looking for pediatric patient input

Sidney Kimmel Cancer Center PFAC	
Council Responsibilities	The Sidney Kimmel Comprehensive Cancer Center’s PFAC works to promote collaboration, communication and mutual respect among the healthcare team, patients and caregivers to support a culture of patient and family centered care. To promote safety, quality and best patient experience outcomes, the patient voice helps shape essential decisions regarding the patient experience from diagnosis through survivorship. With our SKCCC partners, we generate goals and prioritize initiatives for patient centered services and are patient advocates in the development of new oncology programs, services and policies.
Council Membership	Membership consists of 50 members: 30 patients and caregivers, 20 staff.
Council Meetings	The Council meets monthly on the first Thursday of the month eleven months of the year.

Sidney Kimmel Cancer Center Council FY 2023 Accomplishments	
Domain	Activities
Committee Involvement	<ul style="list-style-type: none"> • Advisors are represented on the following JHM and SKCCC committees and workgroups: <ul style="list-style-type: none"> ○ Advanced Directive Workgroup ○ AOA Selection Committee ○ ASCO Bone Metastases Guideline Task Force ○ JH Center for Health Equity-Community Advisory Board ○ JHH Medical Ethics Committee and Consultation Service ○ JHH Surgical Quality Improvement Committee ○ JHH University Center to Reduce Cancer Disparities-Community Advisory Board ○ JHH Visitor Welcoming System (JHHS) Subgroup ○ JHM PFAC Collaborative ○ Oncology Home Care Operations Committee

	<ul style="list-style-type: none"> ○ Radiation Oncology CUSP (comprehensive unit-based safety program) ○ Revenue Cycle Billing Committee ○ School of Nursing Patient Educator Presentations for Nurse Residency Program ○ SKCCC Cancer Committee ○ SKCCC Falls Committee ○ SKCCC Quality & Safety Improvement Committee
<p>Community Participation/Engagement</p>	<ul style="list-style-type: none"> ● Continued to broadcast the monthly PFAC agenda and meeting reminder on the weekly staff SKCCC event calendar to promote staff PFAC awareness ● Annual State of the Center address by Dr. William Nelson, Director of SKCCC ● Continued “Be Our Guest” for monthly PFAC meetings, inviting a new nurse who is unfamiliar with PFAC to our meeting as a way to increase awareness of who we are and what we do ● Created a PFAC presentation for Weinberg nurses for educational purposes ● PFAC member participated in Weinberg’s 50th anniversary concert ● 2 PFAC members were appointed to the Maryland State Council on Cancer Control ● 2 PFAC members participated in a Hopkins Development Donor/Volunteer Thanksgiving video
<p>Complementary Therapies</p>	<p>Continued to identify avenues to support SKCCC patients:</p> <ul style="list-style-type: none"> ● Peer-to-peer (P2P) mentoring: <ul style="list-style-type: none"> ○ A member completed her capstone project on peer mentoring ○ Several members met with SKCCC leadership to begin conversations around the need for a program/resources ● As a way to promote access to the Living with Cancer Newsletter (LWCN), the PFAC created a QR poster that directs to the subscription sign-up page. Poster is shared in waiting areas

<p>Healing Environments</p>	<ul style="list-style-type: none"> • The Oncology Council has been instrumental with improving food and nutrition for patients. Efforts include: <ul style="list-style-type: none"> ○ Co-authored (with Pediatrics) a letter to JHH Leadership expressing the importance of creating food options for patients and staff ○ Advised on which fresh foods are most palatable for oncology patients ○ Co-designed patient and staff communications with SKCCC Administrative staff ○ Played a key role in the addition of food vending in Oncology spaces and reopening the Skyline Café for seating ○ Paid tribute to a PFAC member who passed by creating a banner to remember him and advertise the PFAC • Provided feedback on the Visitor Welcoming System that has been installed at hospital entrances <ul style="list-style-type: none"> ○ PFAC helped to create a feedback survey for site observations ○ 2 PFAC members participated on a subcommittee that has helped with communications, equipment designs, site observations, and surveying visitors • PFAC member participated in a weapons detection system demonstration to evaluate the technology • Provided feedback and helped to design a patient hand-hygiene promotional flyer • Participated in a walk-through observation of the Weinberg lobby to evaluate existing signage and provide feedback on what should be updated
<p>Patient-Centered Communication</p>	<ul style="list-style-type: none"> • Participated in the Quality & Safety Advance Directive (AD) effort to increase the number of SKCCC inpatients with an AD on file <ul style="list-style-type: none"> ○ 2 advisors are members of the AD workgroup ○ PFAC participated in a poll to identify the general knowledge around ADs ○ PFAC member suggestion to allow patients to upload their AD to EPIC should be live by Fall 2023
<p>Patient Education</p>	<ul style="list-style-type: none"> • 3 advisors in staff education trainings across JHH. Trainings include: <ul style="list-style-type: none"> ○ First year medical students ○ The Nursing Residency program students ○ CCSC/CCSR/UA new employee training • Provided insight on the best way to implement/disseminate educational materials (handouts & videos) about at-home central line care to patients and caregivers

	<ul style="list-style-type: none"> Reviewed 3D video animations and participated in a survey to ensure that it is appropriate for ovarian cancer patients
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Sidney Kimmel Cancer Center Council FY 2024 Goals

- Patient-centered survivorship care
 - Review inpatient and outpatient information packets to provide up-to-date survivorship resources
 - Self-Advocacy:
 - Identifying needs, communicating them clearly, helping others to understand how they can support you
 - Education in best self-advocacy practice and development of a patient self-advocacy tool
 - Better understanding of how PFAC advisors can most effectively be SKCCC ambassadors to promote early and consistent involvement with SKCCC projects that support patient-centered survivorship care
 - Explore best practices for putting advisor experience and skills into action that improve how the system works
- Continue to be a patient resource for SKCCC research and education projects
- Identify topics to promote to the Maryland State Council on Cancer Control through our two PFAC advisors that are on the State Council

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 18 members, which includes 10 Johns Hopkins staff and 8 patient volunteers.
Council Meetings	Council meets monthly on the third Thursday of the month.

Ambulatory PFAC FY 2023 Accomplishments

Domain	Activities
Committee Involvement	<ul style="list-style-type: none"> • Representation on the following Johns Hopkins Hospital committees/workgroups: <ul style="list-style-type: none"> ○ Ambulatory Patient Experience Committee ○ JHH Adult PFAC ○ Ambulatory PFAC Executive Committee ○ JHH PFAC Collaborative ○ Care Coordination Workgroup
Community Participation/Engagement	<ul style="list-style-type: none"> • Participated in Johns Hopkins Drug Take Back Day • Recruited 1 new member

Healing Environments	<ul style="list-style-type: none"> • Advised Ambulatory Quality and Patient Safety on reducing or eliminating falls in JHOC • Advised on Chaperone Policy • Advised on Chaperone Policy Workflow
Patient-Centered Communication	<ul style="list-style-type: none"> • Advised Epic team on MyChart navigation • Advised Epic team on MyChart usability • Advised Service Excellence on Visitors Welcoming System • Advised Office of Johns Hopkins Physicians on billing for MyChart patient advice • Advised Service Excellence on Campus going cashless with food • Instrumental in setting MyChart billing parameters for provider bill for patient advice • Participated in defining MyChart patient misbehavior and setting parameters • Advised Revenue Cycle on Visit Auto Pay
Patient Education	<ul style="list-style-type: none"> • Created a video: A visit before you visit to provide new patients an idea of the ambulatory experience at The Johns Hopkins Outpatient Center • Advised JH Outpatient Pharmacy on communication of the Johns Hopkins Drug Takeback Day • Advised JH Outpatient Pharmacies on signage/communication and locations of collection sites

Ambulatory PFAC FY 2024 Goals	
	<ul style="list-style-type: none"> • Recruit 2 new members with a focus on under-represented patient advisor • MyChart provider billing for MyChart patient messages: <ul style="list-style-type: none"> ○ Collaborate with JHM on the patient experience and to educate patients and set parameters for appropriate use of MyChart messaging

Emergency PFAC	
Council Responsibilities	The Johns Hopkins Emergency Department Patient, Family, [and Community] Advisory Council – in partnership with departmental leadership, clinicians, faculty, and staff – provides the voice of the patient/family member when making operational and day-to-day decisions. The PFAC aims to provide the highest quality of patient- and family-centered care to the visitors of our Emergency Department.
Council Membership	Membership consists of 18 people: 8 patient, family, or community members and 10 staff members
Council Meetings	Council meets monthly on the second Wednesday of the month.

Emergency PFAC FY 2023 Accomplishments	
Domain	Activities
Committee Involvement	<ul style="list-style-type: none"> • Representation on the following Johns Hopkins committees/workgroups: <ul style="list-style-type: none"> ○ Adult ED Patient Experience Committee ○ EPIC Patient & Family Design Team ○ JHH Adult PFAC ○ JHH Ambulatory PFAC ○ Home Health Group PFAC ○ JHM Patient and Family Education Council ○ Pharmacy Opioid Stewardship Clinical Community: Community Engagement and Public Policy Workgroup ○ Visitor Welcoming System Subgroup • Reestablished the PFAC Executive Committee
Community Participation/Engagement	<ul style="list-style-type: none"> • Onboarded 2 new PFAC members • Partnered to recognize staff during the ED Nurses Week Carnival, bringing awareness to the PFAC as well • Provided insight on the naming convention for unidentified patients
Healing Environments	<ul style="list-style-type: none"> • Provided feedback on the Visitor Welcoming System that will be installed at hospital entrances • Partnered with Peabody to discuss expanding the Arts in Health programming to the ED waiting room. The first performance took place during the ED grand reopening • PFA completed patient experience waiting room rounding with ED CCSC • Provided input on the Patient Comfort Cart items
Patient-Centered Communication	<ul style="list-style-type: none"> • Instrumental in the development of ED texting updates for patients • In collaboration with the ED CCSC, created scripting guidelines for CNAs to help patients better understand the reasons behind wait times • In partnership with ED Leadership, designed an ED Informational Brochure to help patients to understand how the ED functions and what they should expect at the time of admission • Provided feedback on an “Unaccompanied Minors” policy (signage and FAQs) for patients with minor-aged children • Provided insight on the naming convention for unidentified patients
Research	<ul style="list-style-type: none"> • Provided feedback on the best ways to engage the community and ED patients in research trials, specifically

	the 'Strategies to Innovate Emergency Care Clinical Trials Network' trial
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Emergency PFAC FY 2024 Goals
<p>The ED PFAC's goals have been created to align with the Adult ED's Patient Experience Playbook goals:</p> <ul style="list-style-type: none"> • Relationship Rounding: Engage at least 3 PFAC members in waiting room rounding • Waiting Room Comfort: <ul style="list-style-type: none"> ○ Improve communications to manage ED patient journey expectations ○ Support the patient's wellbeing by creating positive distractions • Employee Appreciation: Create a method of staff recognition specifically from the PFAC to show appreciation but also spread awareness about PFAC • Staff Education: Partner with at least 5 ED-affiliated departments to help identify and reduce patient challenges • Participate in new hire process by creating interview questions and having at least 1 PFAC member involved in a new employee interview

Fetal Therapy Medicine PFAC	
Council Responsibilities	The Fetal Therapy Parent's Council was started in January of 2020 in an effort to improve care and broaden the outreach of the Center for Fetal Therapy. After a brief hiatus beginning during the pandemic of 2020, the council began to reconvene in the fall of 2022. Since then, the Council has begun work to reconstruct the structure of the council and re-focus its mission to connect patient families with one another in an effort to grow the community and provide support.
Council Membership	Membership consists of 15 people: 4 patient and family members, 7 faculty members, and 5 staff members including administrative staff and development.
Council Meetings	Meetings are scheduled on a monthly basis based on membership availability.

Fetal Therapy Medicine FY 2023 Accomplishments	
Domain	Activities
Committee Involvement	<ul style="list-style-type: none"> • The steering committee was re-established in the Fall of 2022 • Created sub-committees for parents to participate in
Community Participation/Engagement	<ul style="list-style-type: none"> • Assisted in the planning and implementation of the Center for Fetal Therapy's Annual Picnic in an effort to encourage connections between patient families and center staff

Complementary Therapies	<ul style="list-style-type: none"> In collaboration with the Pediatric FAC, the Council has started the process to create a peer-to-peer program, intended to match patient families with former patients for the purpose of creating a community of support
Patient-Centered Communication	<ul style="list-style-type: none"> Established newsletters and other communications as a way to engage families The Communications Chair has re-focused efforts to utilize our existing social media channels to share news and updates about the center, events, research, patient stories, and staff bios with current, former, and potential patients of the center

Fetal Therapy Medicine FY 2024 Goals	
	<ul style="list-style-type: none"> Solidify a communications plan to increase the visibility of updates from the center Implement our peer-to-peer program to make support for patient families more readily available Recruit additional members to support subcommittee initiatives

The Center for Transgender & Gender Expansive Health PFAC	
Council Responsibilities	The Center for Transgender & Gender Expansive Health PFAC was established in 2023 in an effort to improve the patient experience and broaden outreach for the center.
Council Membership	This PFAC is still in the process of being established. Potential advisors are currently undergoing Volunteer Services onboarding, but membership looks to consist of 12 people: 9 patient and family members, 2 faculty members, and 1 staff member.
Council Meetings	This PFAC held an informational meeting in June 2023 with the first meeting anticipated for August 2023. Meetings will be held every other month but may increase depending on PFAC activities as the council starts and grows.

The Center for Transgender & Gender Expansive Health FY 2024 Goals	
	The PFAC will establish short- and long-term goals that will reflect support of the center's mission statement. The PFAC will develop projects from the overall goals, root cause analysis, patient feedback, etc. Initial goals will focus on patient education and intake workflows.