



Dear Patty,

Patient and family engagement is one of the five goals of the Betsy Lehman Center's *Roadmap to Health Care Safety for Massachusetts*. Patient and Family Advisory Councils (PFACs) are key to improving care and achieving better health outcomes for patients across the state. The annual PFAC report is one way we measure progress on this goal and identify ways to better support the important work happening across the Commonwealth.

In reviewing Saint Anne's Hospital's information, there are a few things I wanted to highlight. Your PFAC has benefited from the strong participation of experienced and long-serving members (most of whom are retired from health care or education sectors). They have been impactful not only in providing feedback on numerous projects but also have been engaged as part of the hospital's transition to a new system, which has entailed lots of changes. Hospital and nursing leadership seem to view the PFAC as an important resource and regularly interact with the group, soliciting PFAC feedback. Your members regularly participate in hospital committees. You've identified thoughtful and relevant SMART goals for the current year. Your named challenges of continuing to navigate through hospital system changes, rebranding in the community following the change in hospital ownership, and recruiting patient and family advisors who reflect the makeup of the population served all reflect real factors that could be barriers. I hope you know that your hospital is not alone in facing these. We'd encourage you to join our online offerings to support your PFAC work, and I am available for consultation and coaching, too. As a reminder, you can access the Betsy Lehman Center's PFAC resources [here](#).

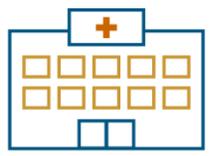
We welcome your thoughts about these new reports, as well as how we can support the PFAC work at your hospital. Please feel free to reach out to us at PFAC@betsylehmancenterma.gov at any time.

Sincerely,

A handwritten signature in black ink that reads "Jane Powers". The signature is written in a cursive, flowing style.

Jane Powers
Director of Patient and Family Advisory Councils
The Betsy Lehman Center for Patient Safety

Annual Patient and Family Advisory Council (PFAC) Report: Saint Anne's Hospital



AT A GLANCE

*This PFAC provides insight and support to Saint Anne's Hospital, a mid-size, community-high public payer hospital in Southcoast. It is a part of the Brown University Health system.**

THIS PFAC

Composition of the PFAC

- 16 to 20 total members
- 6 to 10 patient advisors
- 6 to 10 staff advisors

Recruiting methods

- Clinicians' recommendations
- Hospital website
- Grievances
- Pamphlets
- Patient/family feedback
- Word of mouth

Meeting frequency

Monthly

Meeting format

A mix of both in-person and virtually

Engagement with initiatives

- **Often** provides input on initiatives in progress
- **Sometimes** involved from project inception

STATEWIDE

Total size of PFACs



Meeting frequency



Engagement with initiative: How often PFACs are involved from project inception (best practice)



IMPACT AND CONTRIBUTIONS

PFACs help health care organizations better meet the needs of their patients by tapping the expertise of people with lived experience. PFAC members are key contributors to many initiatives, including patient experience, program development, and safety improvement efforts.

Key accomplishments

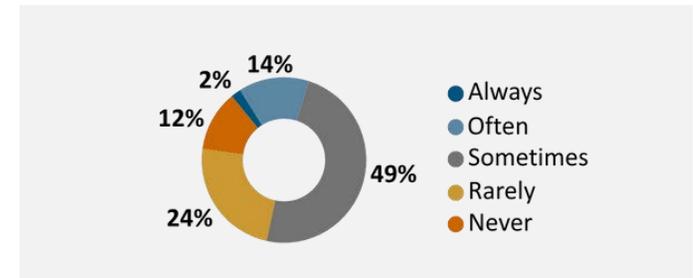
- Worked with the Director of Diagnostic Imaging Services (DIS) to initiate new process to ensure that Holter monitor reports and other DIS reports are sent to the ordering physician and PCP on time
- Provided feedback on Saint Anne's Hospital Patient Family Welcome Guide
- Provided feedback on Fernandes Center for Children & Families Welcome Packet
- Provided feedback on Brown Health chaperone policy and signage
- Some patient/family advisors attended the PFAC Annual Spring Forum (virtual)
- Supported Letters to Santa project
- Volunteered at hospital Popcorn Social to help celebrate Patient Experience Week

Committee involvement

- Board of Directors
- Community Benefits
- Quality and Safety
- Quality/Performance Improvement
- Professional Practice

Contributions to patient safety efforts

- Advisers were **regularly** represented at board meetings



- Advisers were **regularly** consulted on safety goal-setting and metrics
- Advisers **regularly** participated in safety improvement initiatives
- PFAC provided feedback on the Patient & Family Handbook revisions.
- PFAC provided feedback on the Fernandes Center for Children & Families patient/family handout.
- PFAC patient/family advisor on the hospital Quality & Safety Committee reports to PFAC regularly for discussion.
- Hospital Risk Manager and Patient Advocate serve on PFAC and report regularly for discussion.
- Hospital President/CNO solicits PFAC feedback regularly.

PFAC-led workgroups or projects

[This PFAC did not report workgroups or projects led by the PFAC during the reporting period.]



COMMUNITY REPRESENTATION

State regulations call for hospital PFAC membership to be reflective of the community it serves. There are many ways to describe the array of perspectives in a community, including age, race, income, gender, sexual orientation, gender identity, disability, veteran status, career, chronic or rare disease status, religion, etc.

Alignment with community

Currently, our PFAC is represented primarily by white, senior females. Most are retired from the healthcare and education sectors. All PFAC members are long term residents of our primary catchment area.

Efforts in the past year to further align PFAC membership with the representation of the community

[This PFAC did not report any strategies to align PFAC membership with the representation of the community.]



GOALS AND FUTURE PLANNING

Goals provide the PFAC and their hospital with a clear direction, allow for the measurement of impact, and maintain member engagement.

PFAC goals for the current year

1. Discuss implementation of a new annual goal-setting process using metrics and SMART* goals for 2026, particularly addressing process and outcome goals.
2. Add PFAC patient/family advisors to appropriate hospital committees that support hospital goals such as:
 - Work team to strategize the reduction of patients discharged to SNF
 - Steering committee to improve ED flow and improve LWBS
 - Steering committee to increase Likelihood to Recommend
 - Magnet work groups
3. Add PFAC information to the hospital website, hospital newsletter, and hospital orientation (in person or electronically)
- SMART Goals: Specific, Measurable, Achievable, Relevant, Time Bound

*At a glance description is based on Massachusetts Hospital Profiles Compendium, January 2025. <https://www.chiamass.gov/assets/docs/r/hospital-profiles/2023/FY23-Massachusetts-Hospital-Profiles-Compendium.pdf>



This report was compiled by the Betsy Lehman Center for Patient Safety, a non-regulatory state agency that supports providers, patients, and policymakers working together to advance the safety and quality of health care. The Center is pleased to support the important work of PFACs in health care settings across Massachusetts.

It is based on answers submitted by the hospital through the annual PFAC report form. If you have any questions or would like to get more involved in PFACs statewide, reach out to PFAC@BetsyLehmanCenterMA.gov.