



# Patient & Family Advisory Council

A Partnership between Patients, Families, Caregivers, and Orlando Health – Health Central Hospital Leadership.

## Patient & Family Centered Care Learning Community In-Person Meeting

On March 20, 2015 The Agency for Hospital Research Quality held their Patient & Family Centered Care Learning Community In-Person Meeting. In attendance for Orlando Health – Health Central Hospital was President – **Greg Ohe**, Chief Nursing Officer – **Christina McGuirk**, Patient Advocate - **Bibi Alley** along with the Patient and Family Advisory Council (PFAC) Members; **Alan Face**, **Ed Beery**, **Ed Grant**, **Barbara Thomas**, **Joanne Solomon** and Secretary, **Tramiqua Chambers**. Everyone was very impressed with the passion and compassion of the Orlando Health – Health Central Hospital PFAC members who engaged in a number of discussions and provided critical feedback on hospital processes and policies. Ed Grant, a member of the Patient Family Advisory Council, was photographed sharing his patient experience at the meeting and was featured in the AHRQ newsletter which receives national exposure.



*Tramiqua Chambers, Christina McGuirk, Beverly Johnson, and Ed Grant*

## PFAC Members are Assigned to Orlando Health – Health Central Hospital Committees

- Performance Improvement Committee - *Donna Cimbalo*
- Infection Control - *Barbara Thomas*
- New Hire Orientation - *Joanne Solomon & Suzanne Thornton*
- ED Redesign Project - *Alan Face & Arnym Solomon*
- Board Quality - *Ed Beery*
- Stroke Committee - *Bernadette Hitchins*
- Falls committee - *George Gruler*

## Executive Teams from Palm Bay Hospital & Orlando Health South Lake Hospital attend PFAC meeting

Executives from Palm Bay Hospital and South Lake Hospital attended a PFAC quarterly meeting joining, **Bibi Alley**, Orlando Health – Health Central Hospital's Patient Advocate and the PFAC committee, held on June 4, 2015. At this meeting the executives had the opportunity to observe and learn the best practices for creating and sustaining their own Patient Family Advisory Council. Our PFAC members shared advice on *Patient Experience Rounding* and other committee activities.



## New PFAC Council Members

Orlando Health — Health Central Hospital would like to welcome its newest PFAC members; **Barbara Thomas, Gloria Simens, Suzanne Thornton, Bernadette Hitchins, Sam Wagster, Becky Turpin, Joanne Solomon, and Donna Cimbalo.** Orlando Health – Health Central Hospital would like to thank all of the PFAC members for working in collaboration with our team members to enhance the experience of our patients.



*John Long, George Gruler, Joanne Solomon, Suzanne Thornton, Donna Cimbalo, Barbara Thomas, Darnell Barber, Ed Grant, Greg Ohe*

## Current Initiatives

Projects related to patient experience in process include the whiteboards, collaborative rounds, and discharge planning. The whiteboards are in the process of being updated and a collaborative group including the PFAC meets regularly on improving its content and design. Collaborative rounds which include a multidisciplinary team rounding on patients will refocus due to changes in team members. The corporate discharge project focuses on improving the process on day of discharge. Physicians are also receiving training on how to interact thoughtfully with patients from the patient's perspective through the course *The Language of Caring-Communication Essentials for Patient Centered Care*. This training was a collaboration between Dr. Rodier, Christina McGuirk, Bibi Alley, and Anthony Morales.

## Opportunities and Actions Taken

An opportunity was identified regarding the delivery of patient meals.

**Action Taken:** Team Members now go the extra step and ask patients if more assistance is needed with their meal (opening, unwrapping, etc.) before leaving the room.

There is inconsistency in whiteboard completion among nursing units.

**Action Taken:** This information was shared with the Directors on each unit to ensure consistency in updating patient white boards and including the patient in their plan of care.

## PFAC Graduation

Orlando Health — Health Central Hospital recognizes PFAC members who have dedicated two years of their time to help make our hospital the best place to receive care by holding a graduation. The graduating PFAC members included **John Long, Arnym Solomon, Ed Beery, and George Gruler.** These members were honored with a plaque and letter from President, **Greg Ohe.**

## PFAC Rounding and Activity Statistics

	<b>APRIL</b>	<b>MAY</b>	<b>JUNE</b>
Patients Seen	485	442	338
Patient Rounding Hours	71	79	64
Meetings & Activity Hours	15	50:55	42

PFAC members participate in patient rounding on all units. Their responsibilities include addressing patient concerns and issues and getting them remedied as soon as possible. PFAC members also ensure that the clinical teams are actively involved in the patient's care by conducting bedside shift change report, updating the white boards, and conducting hourly purposeful rounding.

## Community Outreach Projects

- PFAC member **Becky Turpin** and First Baptist Church volunteers distributed trays of cookies to Orlando Health — Health Central Hospital team members the weekend of Nurses' Week to express appreciation for their hard work to express appreciation for their hard work and dedication.
- PFAC member **Darnell Barber** serves as a navigator for the Affordable Care Act. She has been instrumental in helping the uninsured population in West Orange County enroll in health plans provided by the Health Insurance Marketplace and connect them with resources for healthcare services. Orlando Health — Health Central Hospital provides a designated space for Affordable Care Act navigators to enroll uninsured patients in the hospital's outpatient registration area. Newly insured neighbors gain better access to healthcare options.
- **Darnell Barber** is also very active as an educator in the community. She has attended various health fairs and community events promoting Orlando Health -- Health Central Hospital's services. Some of those events include:
  - West Orlando Christian Center – Winter Garden Florida
  - Winter Garden Neighborhood Center for Families and Children
  - Pine Hills Business Association Monthly Meeting
  - Pine Hills Neighborhood Center for Families and Children
  - Ocoee Community Fair Bill Breeze Park
  - Pine Hills ESL (Creole) Class
  - Orange County Department of Health 5K and Health Fair – Barnett Park
  - Pine Hills Bridging the Gap Health Forum
  - Winter Garden Mildred Dixon Activity Center