



Orlando Health | Health Central Hospital

2015 Patient and Family Advisory Council Annual Report

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2015 Patient and Family Advisory Council Annual Report

Hospital Name: Orlando Health | Health Central Hospital

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Year PFAC Established: 2013

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Summary

At Orlando Health | Health Central Hospital, we believe that healthcare is about more than simply treating symptoms. To the entire Orlando Health | Health Central Hospital Team, it is about building trusted relationships with our patients in order to not only get you healthy, but to keep you healthy over the long term.

2015 has been an exciting time as the Orlando Health | Health Central Hospital organization embarked on a major two year expansion, modernization, and building project. Improved patient centered care, more personable services, added patient privacy, increased operational efficiencies and the creation of additional optimal health care opportunities have all been priorities as we ... “Build Quality Health Care for Our Community” now and in the future.

The Orlando Health | Health Central Patient Family Advisory Council (PFAC) has continued to bring a positive added dimension in the hospital’s efforts of improving the patient centered care experience. The PFAC’s active program serves to strengthen and open the line of communication between patients, family members, health care professionals, hospital team members, and the community.

A year highlighted by the award of the hospital’s 7 consecutive “A” rating by the Leapfrog Group, demonstrates the collective and unwavering efforts of the entire Orlando Health | Health Central Hospital Team to achieve only the highest quality standards in the care and treatment of every patient who walks through our doors.

Putting the “Patient First” is not just a catch phrase. It is part of the culture being generated daily by the entire dedicated team of health care professionals, administrators, support personnel, volunteers and the active members of our PFAC.

Purpose

The Patient Family Advisory Council serves as an advisory resource to the leadership and team members of Orlando Health | Health Central Hospital. This is an opportunity for patients and family members to collaborate as partners with team members, physicians and leadership in the development of patient centered care initiatives and process improvements. Additionally, the council provides an opportunity for Orlando Health | Health Central Hospital to listen to crucial feedback from the patient's perspective and community members.

The Patient Family Advisory Council provides for a safe venue for the patient and families to provide input into procedure and program development by providing an opportunity to review recommendations referred to the council by team members, physicians, leadership, and the community.

Mission Statement

The mission of the Orlando Health | Health Central Hospital's Patient Family Advisory Council is to ensure the voices of our patients and family members are represented in our effort to enhance the patient experience while receiving quality care within our local service community.

PFAC Goals

The goals and objectives of the Orlando Health | Health Central Hospital Patient and Family Advisory Council are:

- To collaborate with the medical team to create an environment that fosters the "patient first" experience
- To promote an effective mechanism for receiving and responding to patient and family input
- Supply a link between the hospital, and surrounding community and community groups
- To promote respectful, effective partnerships between patients, families and healthcare professionals
- To increase efficiencies in planning and programs that ensure services meet patient and family needs and priorities

- To offer a forum for developing creative, cost-effective solutions to problems and challenges faced by the hospital
- To improve patient and family satisfaction during their health care experience

Structure

The Patient and Family Advisory Council at Orlando Health | Health Central Hospital consist of 20 members.

- Twelve Patient/Family Members
- President of Health Central Hospital
- Chief Operating Officer
- Board Quality Member
- Chief Quality Officer
- Hospitalist
- Chief Nursing Officer
- Patient Advocate Facilitator
- Health Central Hospital Team Member
- Recording Secretary (non-voting member)

Additionally, certain other members may be invited to meetings depending on agenda items. This might include Clinical Directors, Doctors, Nurses, Department Heads, Team Leaders and/or Team Members.

The Patient and Family Members are selected for membership to the council by recommendation of the Patient Advocate and Orlando Health | Health Central Hospital Administration following an application and interview process. Members must be representative of the community at large.

Patient and Family Members must have also utilized services at Health Central Hospital within the last two years upon beginning the member's term on the council.

During 2015, the Patient and Family Advisory Council began a program to improve the long range sustainability of the council's membership. When the Council was originally formed, all members were brought on board at the same time. This long range sustainability initiative has allowed for staggered terms of the membership. In addition to new members being added to the council and the "graduation" of several members to "Alumni" status, the program has allowed for additional new and exciting ideas and programs to be introduced to the council.

PFAC Participation

Meeting and Activities Hours	505
Patient Rounding Hours	667
Patient Experience Visits Number of Patients Seen	4,177

In order to represent the patient’s perspective and collaborate with team members on “patient first” initiatives, PFAC members are actively embedded in the following projects and committees:

- Community Chair: Edward Beery
- Performance Improvement Committee: Donna Cimbalo
- Infection Control Committee: Barbara Thomas
- Falls Committee: George Gruler
- Emergency Department Quality Initiative: Alan Face Arnym Solomon
- Emergency Department Redesign Project: Alan Face, Arnym Solomon
- Central Florida Internal Medicine Hospitalist Satisfaction Initiative: Suzanne Thornton, Sam Wagster
- Stroke Committee: Bernadette Hitchins
- New Hire Orientation Program: Joanne Solomon,
- Board Quality Committee: Edward Beery

In addition to the PFAC members’ normal “on campus” or “in house” activities, 2015 brought many opportunities for the Orlando Health | Health Central Hospital PFAC team to participate in educational outreach on PFAC program development. Members served on health care learning community panels, attended seminars, hosted visiting hospital teams, and took part in webinars presenting and telling of the developmental journey of the Orlando Health | Health Central Hospital PFAC. The team’s active role in the education of other medical facilities is assisting in the development of hospital PFACs throughout the region, state, and national medical communities.

Orientation and Education

Orientation

All Patient and Family Advisory Council Members take part in an initial orientation provided by the Orlando Health | Health Central Hospital Patient Advocate Facilitator or other Orlando Health | Health Central Hospital Team Member appointed by the Orlando Health | Health Central Hospital Administration. Along with an extensive facilities tour (appendix 3), each council member receives introductions of hospital administration, department heads, key team personnel, and other council members. In addition, council members are oriented in the organization's vision, goals, role of the council, how the council fits within the organization, individual member's roles and responsibilities, how to effectively collaborate with other hospital team members and council members, issue presentation, and how to effectively conduct observations, rounding procedures and the gathering and safe guarding of information within the facility.

HIPAA Training

In compliance with HIPAA, PFAC members are to keep confidential any health information regarding patients. Health information is not to be shared with anyone except to team members directly involved in the patient's care. A patient's personal health information must not be discussed in public areas. PFAC members must obtain the patient's permission before discussing a patient's care in the presence of family and visitors.

Infectious Control Procedures Training

PFAC members are to comply with the Orlando Health | Health Central Hospital infection control policies. Instruction was provided on the hand washing protocol, room entry and exit procedures, and proper glove usage. Entry is prohibited into a hospital room with isolation precautions. PFAC team members are not to report for service if they are ill.

Patient Experience Training Program

This unique and innovative program provides all Orlando Health | Health Central Hospital Team Members, along with all PFAC Members, specialized training focused on providing "patient focused care" through communication, taking time to connect with the patient, and providing guidelines of quality care standards. Training was provided via video using team members as actors to display the bad, good and great examples of care for various clinical and nonclinical departments. At the end of the training, team members demonstrated their training through a simulation of a patient care scenario.

Cultural and Economic Diversity Awareness Training

As the local, state, and national landscape climates change, Cultural and Economic Diversity Awareness Training is now embedded into all PFAC programs and member orientation education. As with all Orlando Health | Health Central team member quality care programs, it is important all patients and families are afforded equal treatment regardless of background.

2015

Building Quality Health Care

Excitement and anticipation abounds as Orlando Health | Health Central Hospital embarked in 2015 on a two year building and expansion project for the local community and regional health care system.

“Building Quality Health Care for Our Community” while remaining “Patient First” centered has been the emphasis as the Orlando Health | Health Central Hospital team undertakes this major physical expansion/modernization program. Through the \$45 million expansion program, patients, families, guests, team members and the community will see vital new and improved services and care.

Scheduled to open in June 2016, the Emergency Department will be bringing on-line much needed increased capacity to our service community. More personable service, added patient privacy, increased efficiencies through centralized nursing and support services, embedding of additional specialized testing, and the operational concept of an Emergency Department layout utilizing “PODS” of operations for rapid expansion of Emergency Department services as daily needs dictate are just a few of the patient centered care developments to come.

The tower / floor expansions, scheduled to be completed between June and October 2016, will add additional rooms and bed space to each floor within the facility. This increase in capacity will allow for a move toward individual rooms for the patients along with more personalized care.

“Patient First” and patient safety have remained the priority throughout this building process. PFAC, the hospital team and construction personnel have paid extremely close attention to our patients, families, guests and team members, ensuring all life safety factors are in place. The team has been closely monitoring and working throughout the building process with programs for safe egress, infection control, noise and dust/dirt abatement, patient convenience and comfort.

Even though completion of the building expansion is several months off, the entire Orlando Health | Health Central Hospital team continues to introduce and bring on-line new and exciting quality health care initiatives. Included in these programs and expansion of services:

- New fully staffed Chest Pain Center
- Certified Stroke Center...much needed for the local service community
- Certification of the facility for Hip & Knee Joint Replacement
- On staff Hospital Neurologist
- Embracing an increase in services as CFIM moves toward Hospitalist being assigned to individual floors

2015 Quality Initiatives and Programs

Impact, Input, and Accomplishments of PFAC

Leapfrog Quality Score. For the 7 consecutive rating period, the Orlando Health | Health Central Hospital was honored with an “A” hospital score by the Leapfrog Group, an independent national nonprofit run by employers and other purchasers of health benefits. The scores are awarded based on a number of factors including the hospital’s adherence to best practices in the process of providing care. The score reflects the Orlando Health | Health Central Hospital’s commitment to increasing the quality of care it delivers to all its patients.

Patient Experience Program. Building on the “Patient First” mantra

Patient Experience Rounding. The patient experience rounding program continues to be a major cornerstone of the PFAC program. Establishing and opening the lines of communications with our patient population ensures issues may be addressed in a timely manner. With this program, PFAC and specially trained hospital volunteers conduct rounding to speak with patients on various inpatient floors and throughout many of the areas of the hospital complex to include the emergency department. The program allows for open, honest, and valuable feedback to be obtained from patients and family members on the attentiveness of hospital team members, comfort, cleanliness of the facilities, use of whiteboards in the patient rooms, construction program impacts, and the overall satisfaction the patient has in the consistency and quality of care delivered by the team. Patient satisfaction issues discovered during rounding are addressed and resolved quickly and efficiently by hospital personnel and allows for rapid adjustments to our “Patient First” patient centered care.

An unintended added side benefit of the patient experience rounding program has been the programs ability to gather unsolicited “kudos,” “jobs well done,” and “thanks” the patients wise to pass along to the hospital team members for the outstanding health care, little acts of kindness, compassion, and comfort they provide. As patient positive comments are noted during the rounding process, these comments are immediately passed on to the individuals and supervisors and have served as great motivators to many on the team to try even harder to continue to impress and serve our patient community.

Collaborative Care Team Rounding. The quality triad bedside collaborative rounding program has been exceptional and very well received by the patients throughout the hospital complex. Originally started in 2013 as a limited pilot program in direct response

to feedback collected from the PFAC inpatient experience rounding, 2015 brought about an expansion of the program in the facility. This bedside program brings the entire treatment team of healthcare professionals together at the same time and enables the patient / family member to understand the complete treatment plan/process.

Bedside Shift Reports and Purposeful Hourly Rounding. These vital programs have been added to provide the patient with direct avenues of communication at regular intervals each day during their in-patient stay. These programs continue to be successful and important as they encourage the patient to ask questions concerning their care and they tie the patient directly into their plan of care and the overall health process.

Way-Finding Program. From the time our patients arrive on the medical complex campus, the PFAC continues to work diligently with the healthcare team to ensure that patients know the value we place on their healthcare while improving the ease of mobility of the patient throughout the medical facility.

Temporary Building Signage. As the result of the major building program undertaken over the past year, the importance of our patients', family members', and guests' safety and movement around the facility is being constantly addressed. New and temporary building signage has been added and internal signage is being adjusted to ensure the construction program has little or no impact on patients or the services they receive.

Color Coded Parking Signage. To better assist the patient upon arrival, the new color coded parking lots and parking lane number identification system has become more important in assisting our patients in locating their transportation.

Valet Parking Program. Newly introduced during the past year, a free valet parking program has been highly successful. As construction programs continue to progress around the medical complex, this program has greatly assisted our patients in providing ease of access to the many quality care programs available.

Patient Shuttles. In conjunction with the hospital's Volunteer Services Team, free shuttle service has been expanded throughout the parking areas to assist the patients and to remind the many visitors and guests to the hospital of their color coded parking location. This friendly assistance has helped set a great "first impression" to our many daily visitors seeking the diverse medical opportunities provided by the healthcare team.

Disability Assistance. To ensure full compliance with all federal and state laws, all temporary entrances have been equipped with and exceed all access requirements to allow ease of movement for those patients requiring assistance.

Patient/Guest Direction. PFAC has worked closely with the Volunteer Services Team to ensure all volunteers and hospital team members remain actively engaged to “greet” and assist patients as they navigate around the medical facilities. Volunteers have provided a vital link to the inviting and caring atmosphere created for the patient. The friendly welcoming smiles, “may I assist you” and “have a good day” actions have had very positive impacts toward creating a personable caring environment.

Communications. Open, honest and timely improvements to the communications process between the patient and health care team remains a top priority of the PFAC team.

Patient In-Room White Board Initiative. Since the introduction of white boards across the medical facility, they have served to assist in the open communication process between the patient and medical staff. Knowing who to contact is extremely important in the overall patient communication process. Finding the most efficient and effective design has continued to be a priority as the team worked to refine the boards content and use over the past year. The new color coordinated design provides patients ease of understandability, better clarity of the patient’s plan of care, increased visibility of contact information, and have become more user friendly for the health care team to use and update. Patients and family members are reviewed on the importance of the information provided and are encouraged to ask questions of their health care team throughout their treatment period.

Patient Guide and In-Patient Orientation Folder. With PFAC input and refinement, the in-patient orientation information guide and patient folder have undergone further revisions and updates. These changes provide for additional language translations to assist and meet the varied needs of our serviced patient community.

PFAC Newsletter. The PFAC newsletter serves as one of the many links in the communication chain for the PFAC team. The newsletter provides for a recap of PFAC involvement, programs, and initiatives on-going around the facility and is widely distributed around the medical complex and local community.

Patient Refresh. 2015 brought the introduction of a new and innovative program in patient comfort to Orlando Health | Health Central Hospital. OSHIBORI ... To cleanse and refresh. A moist towel used for cleansing of the hands.

Inpatient Oshibori Program. With the assistance of the Volunteer Services Team, PFAC team members, and the hospital staff, an inpatient oshibori program was introduced with

great success. Prior to meals, the patient is offered a warm moist sanitized cleansing towel to use to refresh them. In addition, as the patient plan of care permits, patients are also offered cookies, tea or coffee along with an oshibori towel throughout the day. Adding this personal touch has been a major step forward in the overall comfort and personable services offered to the patient.

Emergency Department Oshibori Program. To the surprise of many of the visitors to the emergency department, the hospital Concierge Team has also introduced the oshibori program to the Emergency Department area to help reduce the stress and add to the comfort level of the patient and family members whenever medical conditions permit.

PFAC Committee Involvement. Throughout the year, the PFAC has worked closely with many of the key hospital committees to address issues and concerns. PFAC members are now embedded in the Performance Improvement Committee, the Infection Control Committee, the Falls Committee, the Emergency Department Quality Initiative, the Emergency Department Redesign Project, the Central Florida Internal Medicine Hospitalist Satisfaction Initiative, the Stroke Committee, the New Hire Orientation Program, and the Board Quality Committee to help address methods to improve the overall patient experience and organizational patient satisfaction programs.

Patient Touch-Point Process Improvements. From the entry of the patient into the facility, until the patient's final contact with the facility's business office, each patient comes into contact with hundreds of health care professionals and team members. The touch-point concept focuses on each of the numerous points of the health care process in which a health care provider or team member comes into contact with the patient. Streamlining, strengthening, and improving each contact with the patient and the coordinated transitions between each of the many touch-points is key to top quality care. Touch-point adjustments made over the past year include:

Food Services Program. PFAC feedback identified opportunities for improvement in food services operation from the patient perspective in regard to the delivery of patient meals. Team members now go the extra step and have become more proactively engaged to ask patients (and/or check with floor medical personnel) if more assistance is needed with the meal (opening, unwrapping, etc.) before leaving the room. Overall patient satisfaction has risen significantly.

Discharge Program. Over the past two years, various elements of the overall patient discharge program have been addressed by PFAC and hospital team members. Streamlining the discharge process is essential to patient satisfaction. Currently, the Orlando

Health network of hospitals, with representation from all facilities in its system, has instituted a specialized interest initiative to develop a system wide day of discharge program focused on improving the quality of the discharge service provided to all patients.

Physician – Patient Interaction Training. Physicians are receiving a new innovative program on how to interact thoughtfully with patients ... from the patients' perspective. The results of this course, "The Language of Caring—Communication Essentials for Patient Centered Care," are beginning to become evident during the PFAC patient experience rounding. This training program has been a collaboration effort between the hospital's Chief Quality Officer – Dr. Bart Rodier, Chief Nursing Officer – Christina McGuirk, Patient Advocate – Bibi Alley, and Health Central University's Clinical Nursing Educator --Anthony Morales.

Emergency Department. PFAC members were asked to review and provide input from the patient and family perspective when the hospital team was developing a new "Emergency Department Guideline: Family Presence During Resuscitation". This policy establishes the guidelines used to honor the wishes of family members and significant others who want to be present during a very critical time in patient care.

All in for Caring. Ensuring all Orlando Health | Health Central Hospital Team members are completely committed to the "Patient First" – patient centered care concept, the Human Relations Team launched their "We Are All In – Caring In Care" campaign. All new and current team members from all aspects of the Orlando Health | Health Central family were asked to make their pledge to providing quality patient care. Through a very attractive and visual display, team members signed a specially designated wall on the garden level of the hospital and applied their painted handprints to the wall as their public commitment for all to see.

Medical Community Educational Outreach Programs. 2015 brought many opportunities for the Orlando Health | Health Central Hospital PFAC team to participate in educational outreach on PFAC program development. Members served on health care learning community panels, attended seminars, hosted visiting hospital teams, and took part in webinars presenting and telling of the developmental journey of the Orlando Health | Health Central Hospital PFAC.

Agency for Healthcare Research and Quality (AHRQ) Innovation Exchange. Sponsored by the Florida Hospital Association Learning Community, the Orlando Health | Health Central Hospital PFAC was selected to provide a team presentation for "Advancing the Practice of Patient- and Family-Centered Care in Hospitals" learning community. The

team's active role in the education of other medical facilities on the PFAC process helps to pave the way and assist in the development of hospital PFACs throughout the region, state, and national medical communities.

Visiting PFAC Developmental Teams Hosted. The Orlando Health | Health Central Hospital Executive Leadership Team and members of the hospital's PFAC hosted executives from a variety of local and region hospitals from around the state of Florida over the past year. In addition to the visiting teams attending a regular PFAC quarterly meeting, they have been provided with the opportunity to shadow local PFAC members and have been able to observe and learn from the best practices we used in creating and sustaining our PFAC organization.

Local Community Outreach Programs

Affordable Health Care Act Navigator. PFAC member Darnel Barber serves as a navigator for the Affordable Health 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. Orlando Health | Health Central Hospital provides a designated space adjacent to the patient registration area for Affordable Care Navigators to enroll uninsured patients. Our newly insured neighbors are then able to gain better access to the healthcare options available to them within the local service community.

Community Outreach Local Event Involvement. With the advent of rapidly changing healthcare options and services throughout the region, Darnel Barber has been an active educator in the community. She has attended various Health Fairs, Family Services Centers, and community events promoting the outstanding quality health care services available at Orlando Health | Health Central Hospital. Some of these events included:

- West Orange Christian Church – Winter Garden, Florida
- Winter Garden Neighborhood Center for Families and Children
- Pine Hills Business Association Monthly Meetings
- Pine Hills Neighborhood Center for Families and Children
- Ocoee Community Fair – Bill Breeze Park, Ocoee, Florida
- Pine Hills ESL (English as a Second Language) Classes
- Orange County Department of Health 5K and Health Fair – Barnett Park
- Pine Hills Bridging the Gap Health Forum

Executive Leadership Community Outreach. 2015 has been an exciting time of health care expansion and growth for the local community thanks to Orlando Health | Health Central Hospital. From guest speaking engagements at local civic organization to public ceremonies

for the facilities expansion programs, members of the Orlando Health | Health Central Hospital's Executive Leadership Team, President -- Greg Ohe, Chief Nursing Officer – Christina McGuirk, Chief Operating Officer – Rick Smith, and Patient Advocate – Bibi Alley, have actively engaged in public awareness events to highlight the many new and innovative health care programs now available to the hospital's service community and the hospital's strong commitment to the quality patient care.

Local Community Organization Recognizes Orlando Health | Health Central Hospital Team. PFAC member Becky Turpin was instrumental in coordinating a special recognition request from the local community. In honor of National Nurses' Week, Becky along with a team of volunteers from the First Baptist Church toured the facility and distributed cookies to the health care team in appreciation of the dedication, hard work, caring, and kindness demonstrated to our patient population.

PFAC Organizational Impacts/Changes. During 2015, the Council began a program to improve the long range sustainability of the council's membership, a "Building for the future" of the Orlando Health | Health Central Hospital PFAC

Staggered Membership Terms. When the Council was originally formed, all members were brought on board at the same time. Through a new long range sustainability initiative, PFAC membership terms have been placed on a staggered, rotational basis. This will allow for consistency in current programs, revitalization of programs, and introduction of new energy for continued growth and development, while providing new "eyes and ears" to the programs, ideas, and issues being addressed by the PFAC.

New / Increased Membership. During the PFAC's annual program review, community membership positions were increased from 8 to 14. This increase in the overall PFAC membership is very well justified due to the high number of programs and issues being addressed by the PFAC. This increase will allow for a more effective operation of the PFAC while keeping the overall size of the PFAC at a very workable / manageable organizational size.

PFAC Graduation. Orlando Health | Health Central Hospital recognized 4 of the initial cadre PFAC members who had dedicated 2 years of their time in helping to establish the PFAC and build the hospital into the health care option of choice in the area. Members were graduated to an "Alumni" status and continue to serve in consulting roles on various active programs and committees.

PFAC Hours / Activities Tracking System. As PFAC programing and activities continue to increase, a new tracking process has been developed to accurately account and track all time and involvement in PFAC program activities, meetings, patient rounding and visitations

PFAC Goals for 2016

The Orlando Health | Health Central Hospital's PFAC looks forward to the many opportunities, positive inputs, projects, and potential impacts in the year ahead.

In 2016 the PFAC plans to:

- Strive for improved and open communication between the patient and the health care professionals.
- Continue to collect and provide real-time anecdotal feedback of the patients' experiences through continued In-Patient Experience Rounding.
- Participate in all performance improvement committees and initiatives of the Orlando Health | Health Central Hospital.
- Work to assist in the development and efficiency with patient transitions between various departments.
- Further examine the patient touch-point processes to find additional ways of streamlining and enhancing the patient experience.
- Develop a local web based access to the PFAC organization with access to the latest information on PFAC initiatives, processes, activities, and projects. Additionally providing links to the PFAC current and historical newsletters, annual reports, application and recruiting process and key documents associated with the hospital's PFAC team.
- Continue to provide additional educational opportunities to assist other medical facilities (through-out the region, state, and nation) in the development of successful PFAC programs.
- Provide for additional community outreach and PFAC educational activities as the Orlando Health | Health Central Hospital facility continues to introduce new quality health care programs and services for the local community and central Florida region.

The opportunity for patients, family members and the local community to maintain open communication between hospital administration and the outstanding team of health care professionals and staff is paramount to continuing the highest of quality care for the hospital's serviced area.

The PFAC and the entire Orlando Health | Health Central Hospital Team are truly dedicated to ensuring the voices of the patient and families are represented. "Patient First" is our standard and the cornerstone for our patients to receive the highest quality care available within our service community.

We are excited to continue to build patient centered quality health care not only for today but for the future.

Orlando Health | Health Central Hospital
Patient and Family Advisory Council
Bi-Laws

ARTICLE I

Section 1: Name

The name of the committee shall be Orlando Health | Health Central Hospital Patient and Family Advisory Council.

Section 2: Purpose

The council will serve as an advisory resource to leadership and team members of the organization. This is an opportunity for patients and families to actively participate in the development of new programs and collaborate as partners with team members, physicians and leadership. Additionally, the council provides an opportunity for Orlando Health | Health Central Hospital to listen to their “customers” and community members.

This council will provide a safe venue for patients and families to provide input into procedure and program development by providing them an opportunity to review recommendations referred to the council by team members, physicians or leadership. This council will report to the Quality Committee of the Orlando Health | Health Central Board of Directors.

ARTICLE II

Section 1: Goals and Objectives

The goals and objectives of the Orlando Health | Health Central Hospital Patient and Family Advisory Council are:

- a. To provide an effective mechanism for receiving and responding to patients and families input.
- b. Supply a link between the hospital, the surrounding community and community groups.
- c. To promote respectful, effective partnerships between patients, families and healthcare professionals.
- d. To increase efficiency in planning to ensure that services meet patient and family needs and priorities.
- e. Offer a forum for developing creative, cost-effective solutions to problems and challenges faced by the hospital.
- f. To improve patient and family satisfaction with the health care experience.
- g. To have consistent participation of council members

ARTICLE III

Section 1: Membership Structure

- a. The Patient and Family Advisory Council at Orlando Health | Health Central Hospital will consist of 20 members:
 - Twelve patient/family members
 - President of Orlando Health | Health Central Hospital
 - Board Quality Member
 - Chief Quality Officer
 - Hospitalist/Physician
 - Chief Nursing Officer
 - Patient Advocate Facilitator
 - Orlando Health | Health Central Hospital Team Member
- b. Additionally, certain other members may be invited to meetings depending on agenda items. This may include Directors, Doctors, Staff Nurses, Department Managers, Team Leaders and/or Team Members.
- c. Patient and Family Advisory members are selected for membership to the council by recommendation of the Patient Advocate and Orlando Health | Health Central Hospital Administration and are able to vote at all meetings present.
- d. Patients and Family Advisory members who participate must be representative of the community at large.

Section 2: Membership Qualifications

- a. Member must have been a Patient or family member of a patient who utilized services at Orlando Health | Health Central Hospital within the last two years upon beginning of the member's term on the council or be an employee, board member, or Orlando Health | Health Central member of the medical staff.

Section 3: Member Roles and Responsibilities

- a. Members will serve a three year term on the council.
- b. Members will attend at least 10 monthly meetings each year of their term.
- c. Members will participate in a Patient and Family Advisory Council Orientation.
- d. Members must be willing to share insight and information about experiences in a manner benefiting a learning environment.
- e. Members will offer feedback in a constructive and professional manner.
- f. Members will listen and respect the perspective of others.
- g. Members must interact well with all individuals regardless of race, color, national origin, religion, sex, sexual orientation, gender identity, socioeconomic status, or disability.

- h. Members will work to solicit and identify patient and family needs/concerns and must work easily in partnership with other team members to address issues identified. Solutions and/or recommendations shall be provided in a timely manner.
- i. Members will support the expansion of patient and family-centered care.
- j. Members must have a commitment to quality care at Health Central.
- k. Members must respect the confidentiality of patient information.

Section 4: **Orientation of New Council Members**

- a. All Patient and Family Advisory Council members will take part in an initial orientation provided by the Orlando Health | Health Central Hospital Patient Advocate Facilitator or other Orlando Health | Health Central Hospital Team member as appointed by the Orlando Health | Health Central Hospital Administration.
- b. New Member Orientation should include but not be limited to:
 - i. Introductions of administration and council members.
 - ii. Facilities tour and key team member introductions.
 - iii. The sharing of personal and family stories at the council meeting.
 - iv. The vision and goals of the organization.
 - v. The role of the council, how it fits into the organization’s structure, and how it can assist the organization in achieving its vision and goals.
 - vi. Meeting attendance expectations of members.
 - vii. The roles and responsibilities of council members.
 - viii. The roles and responsibilities of staff members on the council.
 - ix. How to be an effective council member.
 - x. How to effectively conduct observations, rounding’s, and information gathering sessions within the facility.
 - xi. How to present issues effectively.
 - xii. How to be most effective in collaborating with hospital team members.
 - xiii. HIPPA training.

ARTICLE IV

Section 1: **Key Council Positions**

- a. The Patient Advocate or their designated representative will facilitate meetings. This is a non-elected position for the council.
- b. The proceedings of the Patient and Family Advisory Council will be recorded in the form of minutes
- c. The Community Chair will be elected by the membership of the Patient and Family Advisory Council community members.
 - i. The Community Chair will serve a one year term.
 - ii. The Community Chair may serve multiple terms if so elected. Not to exceed three total terms.

- iii. Election of the Community Chair requires a majority vote (51%) of the council's active community members in attendance.
- d. Committees and task forces for the Patient and Family Advisory Council may be appointed or established at any time to address issues or projects of the council. All committees and task forces, once established, shall report to the Council until resolution of the issue or project has been deemed to be complete by the Council or the Board Quality Committee.

ARTICLE V

Section 1: Meetings

- a. Meetings will be held monthly.
- b. Meeting dates, time, and location will be tentatively announced 3 months in advance. All meeting will be subject to change due to meeting location and Orlando Health | Health Central Hospital key personnel availability. When meetings are rescheduled, every effort will be made to maximize attendance by as many council members as possible.
- c. The council realizes that a council member may not be able to attend every meeting. Therefore, special consideration can be made, on a limited basis, for a member to attend utilizing technology such as telephone conference call attendance. This method of meeting attendance may only be done if arrangements have been made prior to the scheduled meeting. If technology contact is lost, the meeting will not be suspended or delayed until further contact is established.
- d. No Quorum is required for a regularly scheduled meeting. However, if an agenda item or an amendment item requires a vote by the council, a majority vote (51%) will be required to pass or support the issue and 50% of the council's active members must be in attendance.
- e. The agenda for each meeting will be developed by the Patient Advocate or Facilitator. Any council member may submit agenda recommendations to the Patient Advocate Supervisor or Facilitator no later than 5 business days prior to the scheduled meeting for inclusion in the meeting agenda.
- f. All meetings will be facilitated by the Patient Advocate or their designated representative.

Section 2: Voting Procedures

- a. When voting is mandated by the Patient and Family Advisory Council, a majority vote (51%) is required for passage of the item requiring a vote.
- b. For the election of the Community Chair, a majority vote (51%) of 50% of the council's active community members in attendance is required.

- c. The By-Laws may be recommended for amendment by a majority vote (51%) provided 50% of the council's active members are in attendance. By-Laws amendments are not final until approved by the Quality Committee of the Orlando Health | Health Central Board of Directors.

Section 3: **Meeting Minutes**

- a. Meeting minutes with action plans (if applicable) will be sent to members of the council as soon as possible after the conclusion of the meeting.
- b. The Community Chair along with the Patient Advocate shall approve and present the minutes of each meeting and forward to the Orlando Health | Health Central Quality Committee or the Board of Directors.
- c. A member of the council will present meeting minutes to the hospital Board Quality for review and approval.
- d. Council members are responsible for reviewing meeting minutes prior to the next meeting to prepare for meeting discussion.
- e.

ARTICLE VI

Section 1: **Guidelines of Authority**

- a. The Patient and Family Advisory Council members will review issues related to education, quality, safety, policies, procedures or other concerns. The members have direct communication with Senior Leadership at Orlando Health | Health Central and can make recommendations accordingly.
- b. Events organized and/or issues addressed and undertaken by the Patient and Family Advisory Council are done so with prior approval of the Orlando Health | Health Central Hospital Administration or the Quality Committee of the Board.
- c. No public statements will be issued by the Patient and Family Advisory Council or its members without prior approval of the Orlando Health | Health Central Hospital Administration.

ARTICLE VII

Section 1: **Confidentiality**

- a. To maintain appropriate and confidential handling of personal information, patient and/or family names or identifying information shall not be discussed during Patient and Family Advisory Council meetings.
- b. Strict compliance with all state and national laws regarding confidentiality, including HIPAA, shall be enforced.

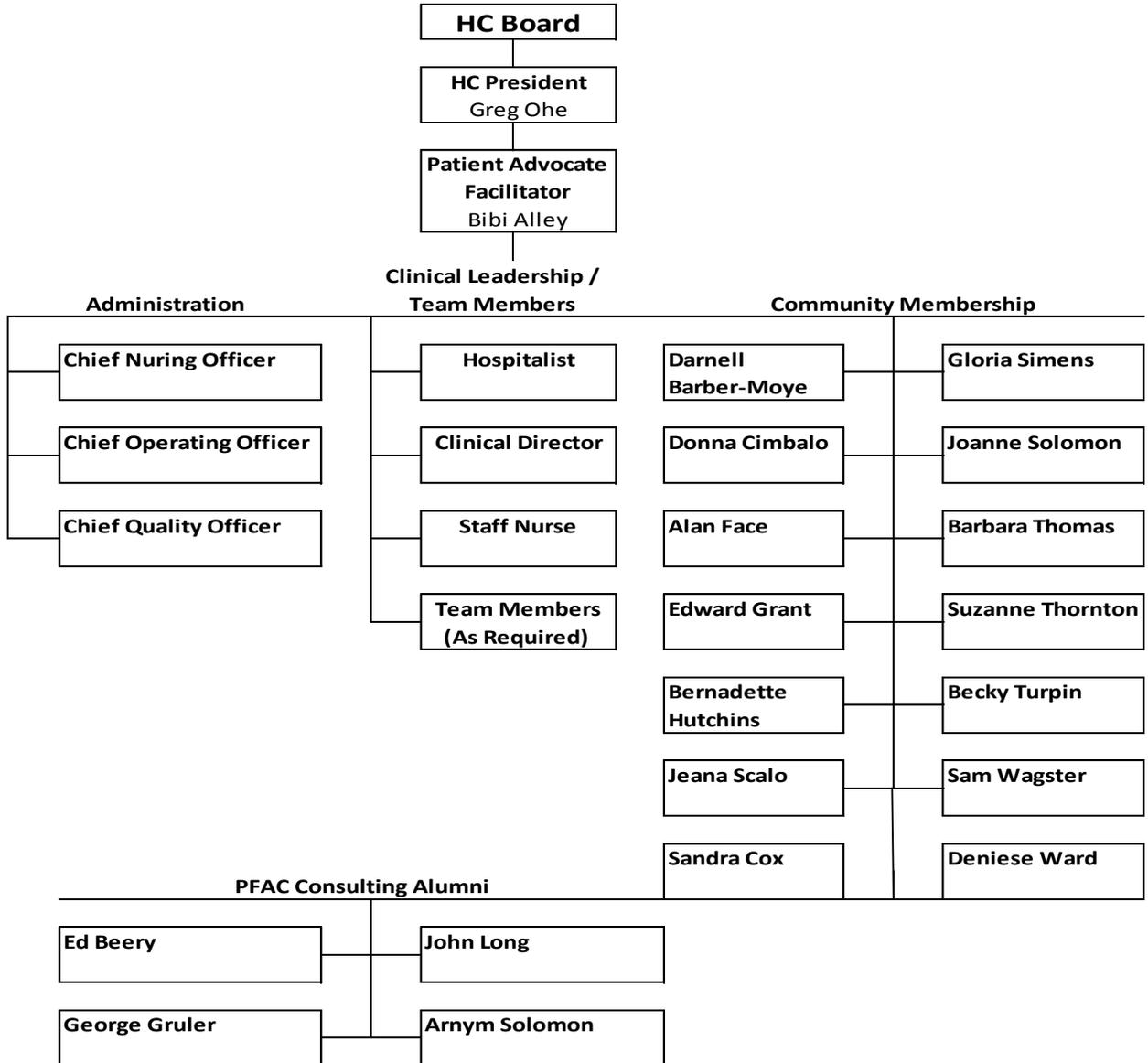
ARTICLE VIII

Section 1: **Amendment Procedures**

- a. Amendments to the Patient and Family Council By-Laws will be presented during one of the council's regular meetings and voted on at the following regularly scheduled meeting.
- b. The By-Laws may be amended by a majority vote (51%) provided 50% of the council's active members are in attendance.
- c. All By-Law amendments are subject to the approval of the Quality Committee of the Board of Directors.

Appendix 2

**Orlando Health | Health Central Hospital
Patient and Family Advisory Council**



The PFAC is serious about getting true input on how patients and families feel about their visits, the processes experience, and access to care. Council members are selected based on their willingness to contribute ideas about providing compassionate patient care.

Appendix 3

Orlando Health | Health Central Hospital Patient and Family Advisory Council Orientation Program Department Visits

Cardio Pulmonary – Respiratory Care
Surgical Care Unit – SCU
Medical Surgical Care Unit – MSU
Telemetry Unit – TMU
Orthospine Unit – OSU
Adult Medical Unit – AMU
Dialysis
Obstetrics
Physical Therapy
Intermediate Critical Care -ICC
Critical Care Unit – CCU
CCU – Waiting Room
Ambulatory Surgery
Ambulatory Surgery – Waiting Lobby
Endoscopy
Laboratory Department
Radiology Department
Emergency Department
Emergency Department – Fast Track
Emergency Department – Waiting Lobby
Diabetes Education Center
Registration
Chapel
Administration
Board Room
Executive Conference Room
Volunteer Services
Support Facilities Departments
Atrium Pharmacy
Outpatient Surgical Center
Wound Care Center
Express Care Center
Medical Office Building