

PATIENT AND FAMILY ADVISORY COUNCIL

ANNUAL REPORT 2020



Hackensack
Meridian *Health*

A LETTER FROM OUR CHAIR



Hackensack
Meridian Health

A year ago, a pandemic affected our lives and our way of doing things. We learned to acknowledge the changes we were witnessing and vowed to be a part of supporting Hackensack Meridian Health to Keep Getting Better. Our Patient and Family Advisory Council (PFAC) members were flexible and adapted to the swift changes. The efforts of the Hackensack Meridian Health PFAC Councils can be seen everywhere. They dedicated many hours and felt compelled to be a part of educating and communicating to our community about the virus, the do's and the don'ts as it related to mask wearing, hand washing and sanitizing. The PFACs organized collection of community cards with hand written notes, letters of appreciation and encouragement for our caregivers and patients. As well as sewing masks, head bonnets and asking the community businesses for meal donations for our healthcare heroes.

Our PFACs also collaborated on various initiatives and feedback sessions highlighted in this annual report. Their collaboration is an important process of Hackensack Meridian Health's decision-making process for furthering the ideal of patient and family centered care. I want to give a tremendous thanks to each Patient and Family Advisory Council member, the Office of Patient Experience Manager and staff, the leadership team in the Office of Human Experience and Hackensack Meridian Health for supporting a culture that promotes collaboration and listens to the voice of the consumer.

I am proud to share with you our inaugural Patient and Family Advisory Council successes this past year.

Yours in service,
Sharon Gordon, Network Chair
Patient and Family Advisory Council

2020 PFAC MEMBER SPOTLIGHT



Charles Thomas

Chair, Hackensack University Medical Center PFAC

Co-Chair, Hackensack Meridian *Health* Network PFAC

Mr. Charles Thomas has been a member of the Hackensack Meridian *Health* (HMH) Network Patient Family Advisory Council (NPFAC) since its inception August 22, 2019. Prior to joining the NPFAC, Mr. Thomas endured two kidney transplants performed at Mt. Sinai in NYC and a double hernia removal. However, at Hackensack UMC Mr. Thomas has undergone dialysis at the recommendation of his nephrologist, Dr. Thomas Salazer, which proved to be a lifesaver.

During this period, Mr. Thomas created the EZ Access Apparel, which was then presented to the Bear's Den. HMH saw the intrinsic value that the EZ Access Apparel would bring to both dialysis/chemotherapy patients. HMH and Mr. Thomas now have a partnership agreement to enhance the patient's experience and to bring the garment to the dialysis community.

When Mr. Thomas was recruited to join the PFAC, he saw it as a fantastic opportunity to give back to the community in a small way. Mr. Thomas aspires to enhance the patient experience at HUMC. He finds it most exciting and rewarding to be the voice of the patient, to be heard and listened to by management in a collaborative agreement that the patients are the bottom-line.

[HealthU online article](#)



OUR MISSION:

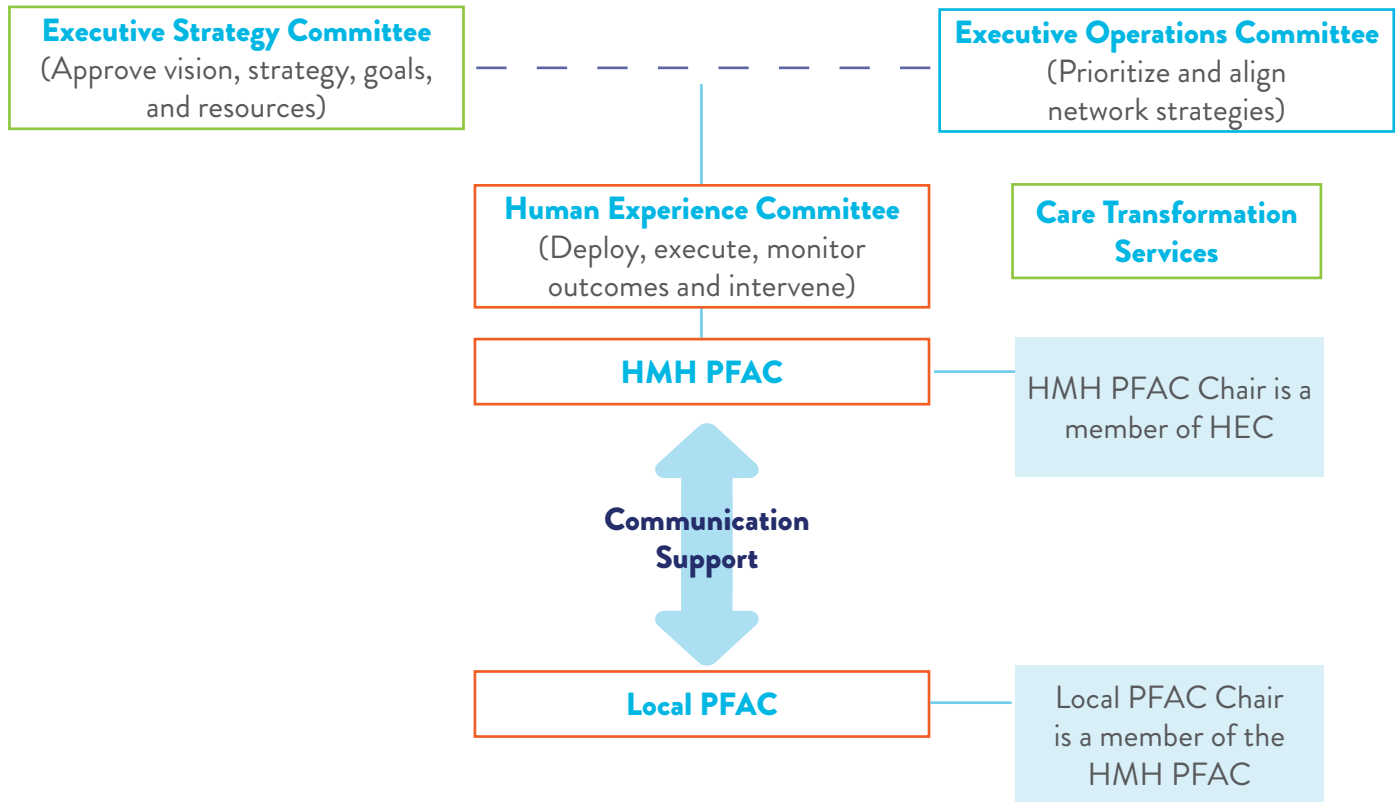
The Hackensack Meridian *Health* Patient and Family Advisory Councils are dedicated to advising the organization on patient and family needs and priorities.

Our Councils work in active partnership with Hackensack Meridian *Health* to:

- Provide perspectives on services, programs, policies, and business strategies that effectively meet the needs of patients and families. These initiatives focus on issues such as quality of care, patient safety, service excellence, facility design and team member, patient and family education.
- Create an environment that enables patients and families to serve as active participants in advocating for their own healthcare.
- Provide insight on whether health information is clear and comprehensive for patients.
- Identify effective communication methods between care teams, patients and families.
- Define what patient and family centered care looks like.

MEET OUR NETWORK PATIENT AND FAMILY ADVISORY COUNCIL MEMBERS:

Ray Bober	Chair, JFK Medical Center PFAC
Mary Bowsky	Co-Chair, Hackensack Meridian <i>Health</i> PFAC Chair, Raritan Bay Medical Center PFAC
Judy Brophy	Chair, Southern Ocean Medical Center PFAC, Hackensack Meridian <i>Health</i> PFAC
Jack Calabro	Co-Chair, Jersey Shore University Medical Center PFAC
Cathy Cokelet	Co-Chair, Southern Ocean Medical Center PFAC
Barry Davidoff	Co-Chair, Hackensack University Medical Center PFAC
Suzie Domenick	Co-Chair, JFK Medical Center PFAC
Sonia Gonzalez	Coordinator & Facilitator, Hackensack Meridian <i>Health</i> PFAC
Sharon Gordon	Chair, Hackensack Meridian <i>Health</i> PFAC
Tracey Koller	Operations, Office of Human Experience
Marcella Massopust	Raritan Bay Medical Center PFAC, Hackensack Meridian <i>Health</i> PFAC
Elizabeth Paskas, RN	VP, Human Experience, Executive Sponsor
Deb Petrucelli	Team Member Representative, Hackensack Meridian <i>Health</i> PFAC
John Reinhardt	Chair, Jersey Shore University Medical Center PFAC
Lynn Rumolo	Chair, Riverview Medical Center PFAC
Kyle Tafuri	Team Member Representative, Hackensack Meridian <i>Health</i> PFAC
Charles Thomas	Chair, Hackensack University Medical Center PFAC Co-Chair, Hackensack Meridian <i>Health</i> PFAC
Catherine Zavorskas	Chair, Bayshore Medical Center PFAC



*Community and Council Team Participation examples:

- HEC Committee
- Board Committee
- Digital Experience
- Patients as Co-Designers
- Story & Presentation
- Quadruple Aim Councils
- Journey Mapping
- Medical Group Advisory

OUR PFAC MEMBERS HARD AT WORK

Number of PFAC
Members at HMH

72

Number of Hours
Dedicated by our
PFAC Members

253.5

Number of Councils/Committees that
include PFAC members

20

- Quadruple Aim Council for each Hospital
- Digital Engagement
- MD practice Committee
- Visitor Access Improvement Task Force
- Pediatric PX Team
- Safety Meeting
- MyChart Network Steering Committee
- Grievance Committee
- BHA subcommittee
- Integrative Medicine
- Foundation Board
- Pediatric Patient Experience Steering Committee



JUST SOME OF OUR PFAC ACHIEVEMENTS (DESPITE LIVING IN A COVID-19 WORLD)

COLLABORATED WITH HOSPITAL SITE EXECUTIVE TEAMS AND IN HMH ACTIVITIES:

- Actively participated on each hospital site's Quadruple Aim Council with the goal of ensuring the voice of the patient is at the center of all discussions.
- Established a formal PFAC governance and reporting structure.
- Developed a PFAC Charter and Membership Commitment Statement as well as implemented a new member recruitment and interview process.

SHARED PATIENT, FAMILY AND COMMUNITY PERSPECTIVES:

- Created Patient and Family Member Journey Maps to gain holistic understandings of the touch points patients experience throughout their care journey.
- Provided feedback and input on a number of network wide initiatives, such as clinical uniform harmonization, Patient Access Center, patient discharge folder materials, Wambi team recognition platform and Integrative Health initiatives.
- Conducted Six Sigma Gemba Tours through the eyes of the patient at our hospitals, with the purpose of observing processes and identifying areas of improvement.

GAVE BACK TO THE COMMUNITY:

- Involved with 'Helping Angels,' a women's organization supporting community-based programs in the local community.
- Coordinated fundraising for tablets to be used by our pediatric speech therapy population.
- Additionally, coordinated efforts of local businesses to donate meals to the medical center during the height of the pandemic.
- Coordinated efforts to create activity aprons for patients with Alzheimer's and Dementia.
- Participated in Public Service Announcement messages regarding Safety in the Emergency Department during COVID-19.
- Additional COVID-19 community efforts for healthcare workers and patients during COVID-19, such as coordinate meals for team members and patients, sew face masks and head coverings, collect greeting cards for patients and team members.



PATIENT X SUMMIT 2020: HUMANIZING CARE – **REWRITING THE STORY DURING COVID-19**

During the COVID-19 pandemic, we worked tirelessly to stay connected to the community we serve. In 2020, our Office of Human Experience held its first virtual national Patient X Summit. During a time of much uncertainty, one thing we were sure of was how important it was to include the voice of our community in our summit. We were excited to invite some of our PFAC members to join us in an informational Q&A webinar titled, “Create a Network PFAC: It Works! How They Helped During the Pandemic.” Our members shared their personal stories, including what led them to joining our PFAC and how they contributed to our fight against COVID-19. They shared their experiences as Chairs of their local PFACs and how the voices of the patient and family are embedded in our organization’s decision-making. This was one of our highest attended webinars of the event, with 125 participants joining from across the nation.



STAYING CONNECTED

Due to the COVID-19 pandemic, our PFAC members transitioned from in-person to virtual meetings. To remain connected, we set up weekly virtual huddles in addition to our monthly meetings. This helped us to stay grounded to the voice of the patient during the height of COVID-19. As our PFAC members' mental and emotional well-being is our priority, the huddles became a resource for members to ask questions and share their ideas or experiences throughout the pandemic.

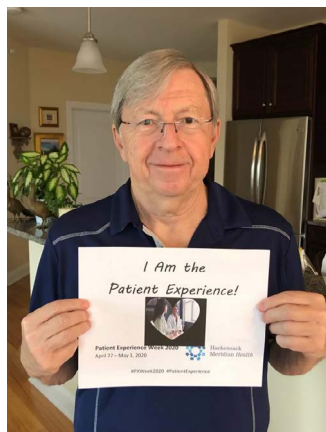


PATIENT EXPERIENCE WEEK

Before the inception of our Network PFAC, Sharon Gordon, our Network Chair, was our first patient member to join our Human Experience Committee (HEC) in July 2018. Sharon volunteered her time talking to our team members throughout the network during Patient Experience Week 2019. She visited many of our hospitals sharing her story, speaking about her experience as a patient at Hackensack Meridian Health. She also emphasized the importance for health care providers to ask themselves, “What do I need to know about the patient to help me deliver them the best care?”



Our other PFAC members Barry Davidoff (left) and Charles Thomas (right) during Patient Experience Week 2020





DEBORAH'S STORY



Deborah Petrucelli has spent her career as a Hackensack Meridian *Health* team member, leader, patient, and PFAC member. Through her experiences in health care, like many others, she was in search of the secret sauce - that one thing that would create service excellence. Deborah Petrucelli has given us the opportunity to see our internal experience through a different lens. She has shared how her journey as a patient truly opened her eyes to the amazing work our team members do, as well as the opportunities that exist within our services. Deb also shared her cancer journey and some of the moments when she experienced intentional acts of kindness. These acts of kindness can create change within our organization, the world, and ourselves. Deb's words "cascading kindness like confetti" gives us the ability to rewrite the story.

[Listen to Deb's Story](#)



PURPOSE IN OUR OWN WORDS

Our members shared their purpose for being a part of Hackensack Meridian *Health* Patient and Family Advisory Council, using only six words.

“GIVE A VOICE FOR THOSE THAT DON’T” -LYNN R.

“BE A VOICE FOR THE VOICELESS” -SHARON G.

“MAKE A DIFFERENCE BY CREATING MOMENTS” -LIZ P.

“DO GOOD, BE GOOD, FEEL GOOD” -CHARLES T.

“PATIENT AND FAMILY DRIVEN, SAFE CARE” -BARRY D.

“KEEP LISTENING, MAKE IMPROVEMENTS, PEOPLE FIRST” -JIM K.

“PROVIDE PERFECT PATIENT AND FAMILY EXPERIENCES” -JUDY B.

“WE CARE, TELL US YOUR STORY” -JOHN R.

“SCRATCH THE SERVICE, SERVE THE PURPOSE” -CHRIS S.

“MY VOICE IS FREE, MAKE A DIFFERENCE” -SONIA G.

“FEEL THE HEART, FEEL THE HOPE, BE CHANGE” -CATHY Z.

“YOUR VOICE, YOUR EXPERIENCE IMPACTS CHANGE” -TRACEY K.

“PATIENT JOURNEY, NEVER ALONE, ONE STEP” -KYLE T.

“HUMAN CONNECTION, COMPASSIONATE CARE, LIFE’S PURPOSE” -NANCY C. D.

OUR PFAC MEMBERS **BY SITE**

BAYSHORE MEDICAL CENTER

Cathy Zavorskas, Chair
Heidi Maggs
Amanda Negro
Frank Discenza

HACKENSACK UMC

Charles Thomas, Chair
Barry Davidoff, Co Chair
Margaret Cooke
Jon Ross
Rebecca Kaiser
Meri Ross
Barbara Rosenfeld
Dave Meredith

JERSEY SHORE MEDICAL CENTER

John Reinhardt, Chair
Jack Calabro, Co chair
Carol Rizzo
Louise Olshan
Samuel Olshan
Bill Fury
Rev. Dr. Danielle L. Hunter
Rosemary Pepitone
Marjorie Kincaid
Tara Crocker

JFK MEDICAL CENTER

Ray Bober, Chair
Suzy Domenick, Co Chair
Ana Desilvawerb
Astride Romelus

OCEAN MEDICAL CENTER

Linda Hejdek
Peter Flihan
Corinne Redman
Nabil Girgis
Kathleen Stolzenberger
Skip Hopcroft

PALISADES MEDICAL CENTER

Arlene Acevedo
Rosalind Punaes
Tania Fuentes

RARITAN BAY MEDICAL CENTER

Mary Bowsky, Chair
Betty Duffy
Marcella Massopust
Susan Meklune
Howard Rosenstreich
Nancy Siegal

RIVERVIEW MEDICAL CENTER

Lynn Rumolo, Chair
Stuart Waldman
Bob Williams
Debora O'Donohue
Alice Anselmo
Vincent Light
Phyllis Lefrak
Robert Mammolito
Gertrude Kehleay
Jake Lawrence
Cathy Lawrence
John Drucker
Renee Marcello

SOUTHERN OCEAN MEDICAL CENTER

Judy Brophy, Chair
Cathy Cokelet, Co-Chair
Bob and Eileen Feder
Vivian Gallino
Jacki Gale
Linda Pumphrey
Carol Williams
Steve Madraperla
Susan Simms
Pamela McClure