

HMH'S PATIENT AND FAMILY ADVISORY COUNCIL

ANNUAL REVIEW 2023



A LETTER FROM OUR CHAIR



Hackensack
Meridian Health

What is PFAC (Patient and Family Advisory Council)? We hear this question so frequently. I have been blessed to work on these councils for almost 8 years, and I can attest that, to a person, members on these councils will say that “they are here to help”. PFACs enable community members to support Hackensack Meridian Health decision-making process for furthering the ideal of patient and family centered care and improving the patient experience for all.

I have just completed my first year as Chair of the HMH Network PFAC. I am so proud and encouraged by the work of our team and the PFACs in all of our hospitals. In 2023, we have joined the Network Bioethics Council, provided input and feedback on facility projects and improvements, provided insight in relation to the DEI questions added to the NRC patient survey and many more that will be highlighted in this annual review.

I look forward to all that our teams will be part of in 2024 to keep patient centered care and family needs as HMH’s primary focus. Once again, I am so grateful to the PFACs for rising above the challenges of the last few years, focusing on what can be done rather than on the obstacles that stand in the way. I am proud that they continue to be the voice of the community and an important part of the decision-making process at Hackensack Meridian Health. I would also like to thank the Office of Human Experience for supporting a culture that promotes collaboration with their community.

In closing, I am proud to share with you our fourth annual report detailing Patient and Family Advisory Council successes and contributions for this past year.

Yours in service,

Mary Bowsky, Network Chair, Patient and Family Advisory Council

TABLE OF CONTENTS

- OUR MISSION
- MEET OUR 2023 NETWORK PATIENT AND FAMILY ADVISORY COUNCIL MEMBERS

- NETWORK PATIENT AND FAMILY ADVISORY COUNCIL STRUCTURE
- LOCAL PFAC STRUCTURE

- LOCAL PATIENT AND FAMILY ADVISORY COUNCIL STRUCTURE PARTICIPATION LEVELS

- OUR PATIENT AND FAMILY ADVISORY COUNCIL MEMBERS HARD AT WORK

- PARTICIPATION IN FEEDBACK & DESIGN SESSIONS

- BMC PFAC MEET AND GREET

- PFAC ENGAGEMENT AT HMMH'S FRAMING OUR FUTURE DESIGN SESSION
DECEMBER 5, 2023

- RIVERVIEW MEDICAL CENTER'S HOLIDAY PFAC PHOTO 2023
- JSUMC PFAC VIP TOUR OF ZAP X

- JSUMC PFAC WAYFINDING SIGNAGE INITIATIVE
- JSUMC PFAC NEPTUNE COMMUNITY DAY

- JSUMC PFAC AND THE SHARE THE LOVE CAMPAIGN
- RBMC PATIENT APPRECIATION DAY

- OTHER COMMUNITY CONTRIBUTIONS BY OUR PFAC ADVISORS

- OUR PFAC MEMBERS BY SITE

03

04

05

06

07

08

09

10

11

12

13

14



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:

Mary Bowsky

Chair, Hackensack Meridian *Health*
Network PFAC and Chair,
Raritan Bay Medical Center PFAC

Lynn Rumolo

Co- Chair Hackensack Meridian *Health*
Network PFAC and Chair,
River View Medical Center PFAC

David Meredith

Chair, Hackensack University
Medical Center PFAC

Marge Cooke

Co-Chair, Hackensack University
Medical Center PFAC

Ryan Ullman

Manager, Palisades Medical Center
Patient Experience

Raymond Bober

Chair, JFK University
Medical Center PFAC

Suzie Domenick

Co-Chair, JFK University
Medical Center PFAC

Catherine Zavorskas

Chair, Bayshore Medical
Center PFAC

Megan Spalthoff

Manager, Ocean University
Medical Center Patient Experience

John Reinhardt

Chair, Jersey Shore
University Medical Center PFAC

Jack Calabrio

Co-Chair, Jersey Shore
University Medical Center PFAC

Linda Pumphrey

Chair, Southern Ocean
Medical Center PFAC

Marcella Massopust

Patient Representative,
Hackensack Meridian *Health*
PFAC

Elizabeth Paskas

SVP and Chief, Patient
Experience Officer, NPFAC
Executive Sponsor

Sonia Gonzalez

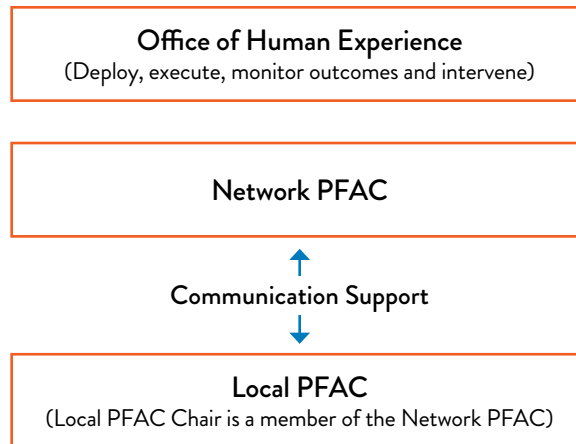
Manager, Consumer Services &
Facilitator Hackensack
Meridian *Health* PFAC

NETWORK PATIENT AND FAMILY ADVISORY COUNCIL STRUCTURE

*Community and Council Team

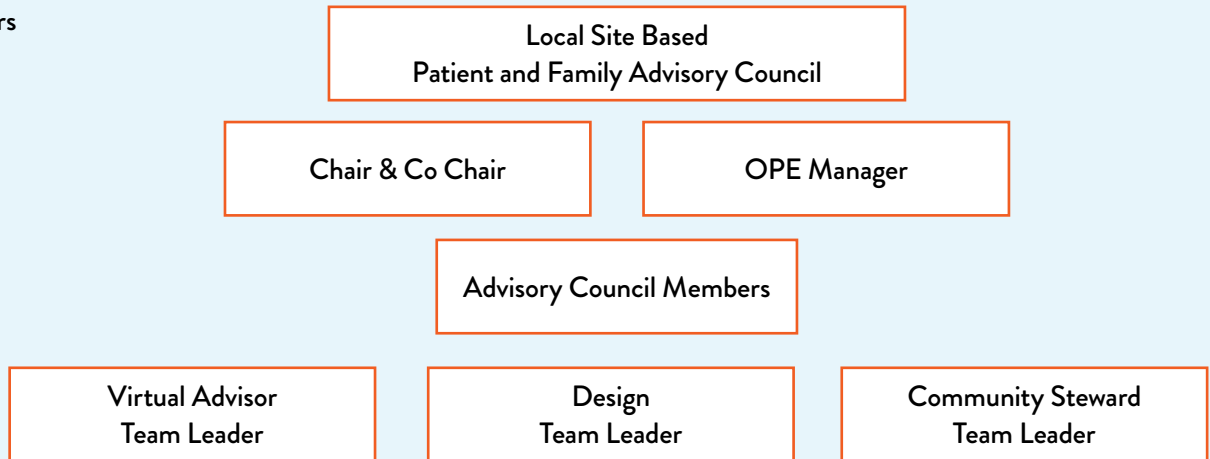
Participation examples:

- HR Committee
- Patient Education Committee
- Board Committee
- Digital Experience
- Education & Policy
- Patients as Co-Designers
- Story & Presentation
- Site Tour - Walking in the shoes...



LOCAL PFAC STRUCTURE

Council Members



Non Advisory Council Meeting Attendees





LOCAL PATIENT AND FAMILY ADVISORY COUNCIL **STRUCTURE** **PARTICIPATION LEVELS**

Advisory Council Members

- Core members of the Local PFAC councils
- The chair and co-chair of the council form the Network Patient Advisory Council
- Patient Experience team leaders have oversight of the subcouncils
- Members attend meetings in person or virtually (meetings are hybrid)

Subcouncils: (ad hoc-created to promote flexibility)

Virtual Advisor

- Virtual participation only
- Provides feedback on concepts (virtual focus group) for new programs or designs
- Participates in polls or surveys for new ideas, programs, innovation, or projects

Designer Advisor

- Supports a project team
- May participate in skill based empathy training sessions for health care team
- Assists with PDSAs (pilots) to improve the overall consumer / patient experience
- Participate in other onsite design/feedback sessions such as Walk in the shoes, Patient rounding, Mock Tours, etc.

Community Steward

- The Community Steward works with the Community Steward Team Leader or the the OPE manager, to collaborate on opportunities within the Community Engagement Division at HMH upon request
- Collaborates with HMH Leaders in community PFAC provided feedback on how to enhance the “guest experience” by expanding menu options and reviewing the need for additional information available to patients regarding their diet. Discussion of menu changes, celebratory meals (including those for new parents) were also discussed

OUR PATIENT AND FAMILY ADVISORY COUNCIL **MEMBERS** **HARD AT WORK**

80 | Number of Patient and Family Advisory Council Members at Hackensack Meridian *Health*

225 | Estimated Number of Hours Dedicated by our Patient and Family Advisory Council Members

18 | Councils/Committees that include Patient and Family Advisory Council Members

Network Patient and Advisory Council
Quadruple Aim Council
Emergency & Trauma Center Patient Experience Committee
Patient Education and Engagement Committee (PEEC)
Network Wambi
Language Services
HCAHPS Domain Workgroups
Patient Experience Performance Nurse Leader Engagement Team
Integrative Health and Medicine Council
Palliative Care
Environment of Care
Performance Improvement
New Nurses Council
HMH Foundation Board
Neonatal Intensive Care Unit Family Support Group
Share the Love Planning Committee
JSUMC Women and Children's PFAC

PARTICIPATION IN **FEEDBACK & DESIGN SESSIONS:**

FEEDBACK:

- Bioethics Feedback and Informational session
- Diversity, equity and inclusion questions that were being considered for inclusion to the NRC patient discharge survey
- Valet parking services
- WayFinding Application
- JFKUMC Food and Nutrition Meal Tasting feedback session
- Advance Directive
- Walking in the Shoes tour
- Patient rounds
- Organ transplant video transcript
- JSUMC Support groups (AA / NA) to compliment Outpatient Behavioral Health Services
- Hospice card/blanket feedback session
- White Board
- BMC TV Channel Guide
- Collaboration on improving communication between providers and patients/families
- Various departmental tours with leaders

DESIGN:

- JSUMC PFAC Wayfinding Signage Project
- BMC Patient Care Tracker Sheet with Care Companions
- BMC Meditation Room
- Expansion of the religious / clergy television channel to the JSUMC Inpatient Oncology and Bone Marrow Transplant Unit
- JSUMC design of Newborn Intensive Care Unit informational packet to provide parental information

GENERAL SUPPORT:

- HMM Summer of Gratitude Events
- Patient Comfort Cart
- Community and Team Member Farm Stand
- Fighting Hard Foundation Golf Outing

and much more!



SUZY DOMENICK, CO-CHAIR OF JFKUMC

has many talents, one being a certified professional coach and Reiki Professional. Suzy graciously provided some Reiki wellness tips and some mindful moments at the Human Experience Division Meeting.

BMC PFAC MEET AND GREET

The BMC PFAC meet and greet was held on June 27, 2023 located at the entrance to the cafeteria. Leaders, team members and community members were invited to learn more about BMC's PFAC and how they contribute in enhancing the patient experience and continuous quality improvement in patient and family centered care.





PFAC ENGAGEMENT AT HMM'S FRAMING OUR FUTURE DESIGN SESSION DECEMBER 5, 2023

PFAC advisors across the network participated in the Framing Our Future Design Session that took place on December 5th, 2023. They were excited to collaborate to transform how people Feel, Live and Work at HMM. In addition, they were able to engage with leaders and team members at their tables to discuss how they contribute to the organization.

Mr. Kesolits made the following statement about his attendance at the design session: "This was one of the best motivational workshops I have ever attended". Mr. Kesolits provided the following feedback: People attending the workshop were from all elements of HMM. We were integrated across tables so mingling and sharing of ideas would take place. An up-front observation made was that PFAC fit into this workshop well. Everyone associated with HMM should keep this in mind, and my understanding is that this is the underlying PFAC mission. One of the session's objectives is the aspect of "Well Being" which I see is how patients and their families perceive the care they get at HMM. This is not just a function of the doctors and nurses, but everyone working at HMM at all levels. In my case, as part of a workshop exercise, we were to interview the person next to us. The attendees were required to assume an alias, not using their real names during the workshop. The person next to me, her alias, was Kyle, a food service manager at one of the HMM hospitals. Her job is to oversee the food preparations for patients. A very important job is that if a patient does not like the food, it may affect their perception of care. The workshop attendees were also tasked with engaging in positive conversations that will ignite passions and inspire action, and I will add the sharing of ideas, within HMM. I see this definitely relating to the mission of PFAC. I feel that the workshop was a huge success. I see executive leadership is serious about HMM thinking as a family, and this will ultimately impact the care given to patients and instill confidence with their families.

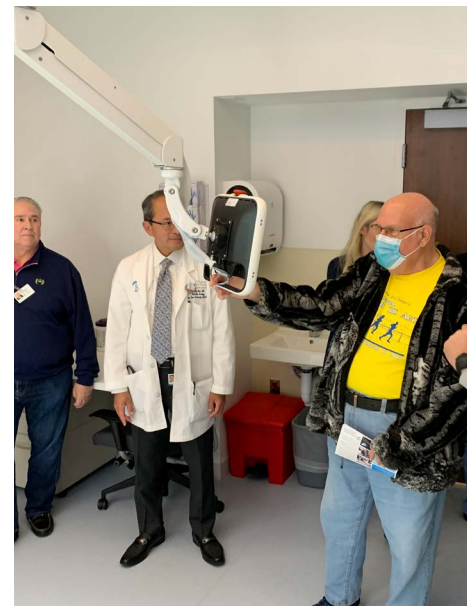


RIVERVIEW MEDICAL CENTER'S HOLIDAY PFAC PHOTO 2023



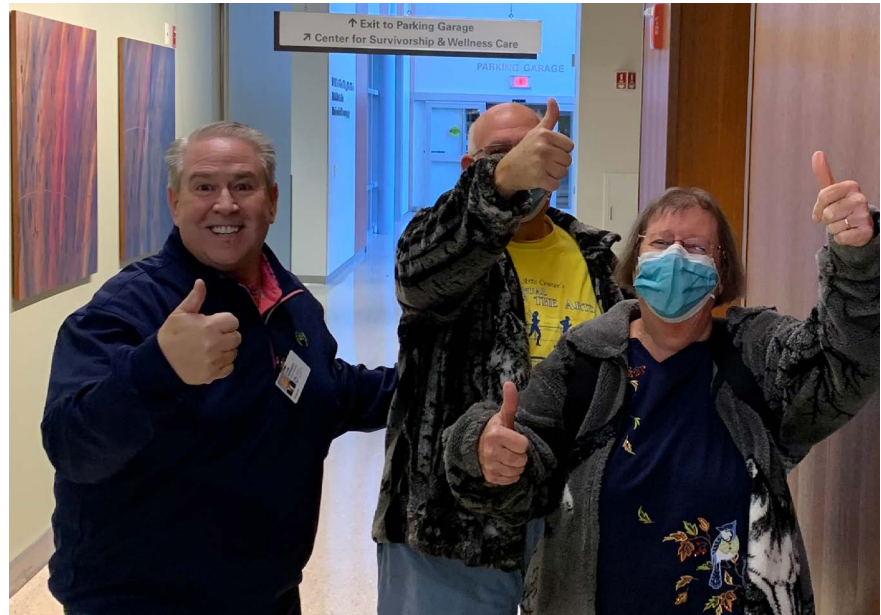
JSUMC PFAC VIP TOUR OF ZAP X

JSUMC PFAC members received a VIP tour of the new “Zap X” diagnostic testing and treatment device in the Hope Tower. The tour was led by Dr. Chen, the Medical Director of the new program



JSUMC PFAC WAYFINDING SIGNAGE INITIATIVE

Wayfinding initiative led by JSUMC PFAC members Louise and Sam led to new signage for several areas throughout JSUMC. Signage will enhance the patient and family experience.



JSUMC PFAC NEPTUNE COMMUNITY DAY

The PFAC distributed materials designed to solicit patient feedback and increase awareness of PFAC membership and patient experience advocacy programs at Jersey Shore University Medical Center (JSUMC).



JSUMC PFAC AND THE SHARE **THE LOVE CAMPAIGN**

JSUMC PFAC Share The Love Campaign collected donations and “shared the love” with the physicians, nurses, aides, and support personnel in the inpatient Pediatrics, Pediatric Intensive Care unit, Pediatric Emergency Department, and Pediatric Same Day procedural area. The PFAC collected over \$3000 in donations. They distributed flowers, gift cards, and handmade cards from the community to the team members.



RBMC PATIENT **APPRECIATION DAY**

PFAC advisory council members in collaboration with the Office of Patient Experience distributed donated roses in honor of RBMCs Patient Appreciation Day. The flowers were distributed throughout various departments and waiting areas.





OTHER COMMUNITY CONTRIBUTIONS BY **OUR PFAC ADVISORS**

- Linda Pumphrey attended health fair at LBI on volunteers
- Mary Bowsky connected with the Matawan Woman's club. She provided an overview about PFAC and the need for warm blankets for sickle cell anemia patients
- Rev. Ray Bober attended a Woodbridge Senior Summit with approx. 370 people in attendance and spoke to some of them about JFK's PFAC
- JSUMC PFAC attended the Ocean Grove Flea Market to promote the PFAC, the importance of patient's voice, and help promote services at JSUMC.
- Several members of the JSUMC PFAC represented HMH through participation in HMH Pride Parade in Asbury Park
- Loise Olshan facilitated local Girl Scout troop had a private tour of the JSUMC's Center for Simulation Services (SIM Lab)

Additional Representation:

- President of Fighting H.A.R.D Foundation
- Policemen's Benevolent Association
- Lyndhurst Women's Club
- Care to Give
- HMH Volunteer Services
- Volunteer Firemen

OUR PFAC MEMBERS **BY SITE**

HACKENSACK UNIVERSITY MEDICAL CENTER

Dave Meredith, Chair
Marge Cooke, Co-Chair
Yvonne DiGiorgio
Nancy Friend
Victor Johnson
Barbara Rosenfeld
Jonathan Sontz
Michael Starr
Christopher Young

PALISADES MEDICAL CENTER

Arlene Acevedo
Mary Lynn Dunne
Ann Liu
Margie Orlich
Rosalind Punaless
Asish Singh
Randa Wanis

JFK UNIVERSITY MEDICAL CENTER

Ray Bober, Chair
Suzy Domenick, Co-Chair
Ana Dasilvawerb
Jackee Johnson
Bill Lange
Tom Maras
Dan Shiffrin
Herb Thomas

BAYSHORE MEDICAL CENTER

Cathy Zavorskis, Chair
Francine Acquaviva
Mary Briggs
Jaime Conroy
Tom Kesolits
Heidi Maggs
Nancy Merz
Patricia Micale
Amanda Negro

RARITAN BAY MEDICAL CENTER

Mary Bowsky, Chair
Evelyn Alvarez
Simran Chugani
Betty Duffy
Caitlin Lorincz
Marella Massopust
Susan Meklune
Eugene Montagne
Nancy Siegel
Jackie Vreeland

RIVERVIEW MEDICAL CENTER

Lynn Rumolo, Chair
Raul Collado
John Drucker
John Horl
Gertrude Kehleay
Jake Lawrence
Cathy Lawrence
Phyllis Lefrak
Vincent Light
Nancy Lynch
Robert Mammolito
Renee Marcello
Debra O'Donoghue
Robert Williams
Stuart Waldman

JERSEY SHORE UNIVERSITY MEDICAL CENTER

John Reinhardt, Chair
Jack Calabro, Co-Chair
Tara Crocker
Amani Eljallad
Chief William Fury
Rev. Dr. Danielle L. Hunter
Sarah Kohn
Mary Ogrodowski
Louise Olshan
Samuel Olshan
Gail Richardson
Carol Rizzo

SOUTHERN OCEAN MEDICAL CENTER

Linda Pumphrey, Chair
Judy Brophy
Cathy Cokelet
Cynthia Curtis
Dawn Erikson
Bob Fedor
Eileen Fedor
Pamela McClure
Patricia Muszynski
Carol Williams
Patricia Zweier

**WANT TO HELP ENHANCE THE PATIENT EXPERIENCE?
HAVE IDEAS THAT YOU WANT TO SHARE?
INTERESTED IN MAKING A DIFFERENCE?**



BE A PART OF PATIENT FAMILY ADVISORY COUNCIL (PFAC)



Hackensack
Meridian Health

- A group of former patients, community residents, and or caregivers
- Meetings - virtual or in-person - once a month
- Discuss, plan, initiate, review the items that go into a patient's experience while in the hospital.
- Enhance the patient and family experience

**Your experience matters! Your ideas matter! Your opinion matters!
Your voice matters! Your questions matter! Your story matters!
You can make a difference!**

PFACs support the Hackensack Meridian Health mission by becoming partners with our team to enhance the delivery of patient and family centered care.

Interested? Scan this code,
email us at pfacnetwork@hmn.org
or call us at **848-888-4540.**



