Members of the 2016 Patient and Family Centered Care Steering Team

Pamela Bell, MDiv, BA
Director and Co-Chair, PFCC

Charles Vannoy, DNP, MBA, RN, NEA-BC
Assistant Vice President, Women’s and Children’s Services and Emergency Services and Co-Chair, PFCC

Claudia Allocco
Nancy Barrett-Fajardo, RN
Suzanne Bryjak, RN
Sherry Campanelli, RN
Valerie Colangelo
Mary Collins, APN
Daniel Coss
Meryl Davis, RN
Peter Diestel
David Escobar, RN
Susan Gehringer, RN
Bettyann Kempin, RN
Mary Kirchmeier, RN
Erica Krywicki
Ann Marie Leichman, RN
Pamela McConville, RN
Melissa McGrath, RN
Rachelle Morales, RN
Michael Mutter
Deborah Panetta
Theresa Reis
Judith Rojo, RN
JoAnn Selser, RN
Mary Sudano, RN
Elizabeth Tortorella
MaryAnn Vecchiotti
Joseph Yallowitz, MD
Jamie Zavardino, RN

From the Director of Patient and Family Centered Care (PFCC)

In PFCC Culture, the Journey Is the Destination

What a year! 2016 proved to be another busy and fulfilling year as we continue our PFCC journey throughout the healthcare system. I hope that you will join me in feeling the pride and excitement that comes from reading about the good work our advisors are doing! You will find that this report incorporates the many ways we are influencing care not only here at Valley but throughout the healthcare industry in our country!

It has been said that you are only as good as the people around you. I believe that! We have many talented people around us serving as advisors. Without each and everyone one of you, we would not be able to influence care. We are also fortunate to have full administrative support in incorporating PFCC tenants into the strategic plan. The PFCC Steering Team includes leaders and frontline staff that are dedicated to the continuous quality improvement of patient and family centered care. I have the good fortune of working with Charles Vannoy, DNP, MBA, RN, NEA-BC, Assistant Vice President of Women’s and Children’s and Emergency Services, who serves as the Co-Chair of the PFCC Steering Team. He was recognized this year by the Organization of Nurse Leaders of New Jersey! Together, we are making a difference in our patients’ and families’ lives. I am forever grateful for each and every one of you. We are already looking toward 2017 with new adventures and focusing in on patient safety as the healthcare system embraces the concepts of being a Highly Reliable Organization.

If after reading this report you are inspired to join us, please contact me directly at 201-447-8650 or at revbell@valleyhealth.com.

All the best!

Pamela S. Bell, Director, PFCC
The GetWellNetwork (GWN) is an interactive patient/family tool that provides education at the bedside through the television system. Advisors participated in the development of the system, as well as the implementation plan. The Steering Team meets monthly to discuss the use and impact of the system and includes an advisor in its membership. You will note on the 2016 dashboard, as seen on page 4, that the GWN has helped to improve our Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) Scores. Specifically these areas include: Communication about Medicines, Communication with Nurses, Responsiveness of Staff and the Discharge Process.

The GWN has not been the only project that has influenced our patient experience regarding communication about medication. A multidisciplinary task force including a patient/family advisor was created to improve the medication reconciliation process with a focus on medication discharge instructions. Improvements are underway and continuous.

Medication reconciliation seemed to be the buzzword for the year. Members of the Valley Home Care PFAC were involved in a medication reconciliation project that included shadowing Home Care staff during the initial visit when the medications were reviewed in the home. Some findings led to a new quality process for reviewing medications in the homecare setting, as well as the utilization of a newly edited medication wallet card.

This project also lent itself to a system-wide initiative by utilizing medication wallet cards in the hospital discharge patient packets.
A multidisciplinary Falls Task Force, including patient/family advisors, implemented a new teaching tool to better partner with patients and families about their risk for falls. You will find our decrease in falls noted on the dashboard, as seen on page 4.

Changes to the first floor of the hospital campus were made, incorporating many of the suggestions made by advisors during a wayfinding survey conducted in 2013. These changes include: Different colors at each elevator bank, as well as a tree mural for easy identification of the first floor; chairs with side table options in the surgical waiting area; hassocks at each chair; and a decorative screen to promote a sense of privacy in a public area.

Guest dining options, including free coffee at ValleyJava after hours and light meal vending machine options were added. These changes were made to ensure we are meeting the dining needs of our guests with the implementation of the Welcome Policy, which allows families to visit patients without time restrictions.
# Measures of Success Dashboard

**The Valley Hospital**

**Valley Health System**

**Reporting Period 2016**

<table>
<thead>
<tr>
<th>PFCC Goals</th>
<th>Major Accomplishments this Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>Establish effective Patient and Family Advisory Councils in the System</td>
<td>Created Kierker Child Development Center PFAC a total of 8 PFACs &amp; 110+ advisors involved in over 70 projects.</td>
</tr>
<tr>
<td>Provide coffee free of charge for overnight guests</td>
<td>Less than 10 per night average cups of coffee given with no notable issues.</td>
</tr>
<tr>
<td>Frontline staff participation in PFCC classes</td>
<td>1400+ system employees have attended training sessions since implementation.</td>
</tr>
</tbody>
</table>

## Areas of Influence

<table>
<thead>
<tr>
<th>Areas of Influence</th>
<th>2015</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulatory Care comfort of family waiting area (Press Ganey Patient Satisfaction Measure)</td>
<td>92.8</td>
<td>93.6</td>
</tr>
<tr>
<td>Staff attitude towards visitors/guests (Press Ganey)</td>
<td>91.4</td>
<td>91.9</td>
</tr>
<tr>
<td>Inpatient comfort of visitors/guests (Press Ganey)</td>
<td>84.7</td>
<td>85.3</td>
</tr>
<tr>
<td>Fall Rate (Patient Safety)</td>
<td>2.00</td>
<td>1.64</td>
</tr>
<tr>
<td>Fall Rate with Injury (Patient Safety)</td>
<td>0.49</td>
<td>0.37</td>
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</tbody>
</table>

**HCAHPS**

**Specialty: All Units**

![Bar chart showing HCAHPS performance](chart.png)
Beyond the Walls of the Valley Healthcare System

Valley was highlighted in the *Wall Street Journal* for its implementation of the new Welcome Policy, which enables family members to be present with the patient at all times.

On November 10, Senator Cory Booker's aide, Bianca Madzrova, met with advisors and members of the PFCC Steering Team to discuss our initiatives to improve the patient/family experience by embracing the PFCC culture.
Three posters were presented at the International Patient Family Centered Care Conference in July. Deborah Panetta, BS, RTT, and Brian Byrne, Patient Advisor, presented on the Luckow PFAC and *Cancer Creates* Newsletter. Elizabeth Tortorella, MSW, CAVS, Director, Volunteer Services; Claudia Allocco, MLS, Director, Medical Library; and Janet Weis, Patient Advisor, presented on the Hospital PFAC, Patient Portal and Consumer Health Advisor Ambassador Programs. Melissa Ruffilo, RN; Joan Zanotti, BAS, RN, CEN, EMT-NJ; and Paul Redfield, Patient Advisor, presented on the Emergency Department (ED) Patient Shadowing Project and the new ED Patient Care Map.

*International Patient Family Centered Care Conference (pictured left to right: Janet Weis, Patient Advisor; Elizabeth Tortorella, Director, Volunteer Services; Claudia Allocco, Director, Medical Library; and Joseph Yallowitz, MD, Vice President and Chief Medical Officer, Medical Affairs)*
Charles Vannoy, DNP, MBA, RN, NEA-BC, Assistant Vice President of Women’s and Children’s and Emergency Services, and Co-Chair of the PFCC Steering Team, received the Divisional Leader Award from the Organization of Nurse Leaders of New Jersey. He was presented this award in part for his work with PFCC and helping to change the culture to a more patient family inclusive environment.
Other examples of PFCC at work outside of the hospital and health system include:

I. **Webinar Instructor for the American Institutes for Research, which is providing support for patient and family engagement in the current Partnership for Patients program.**

The Center for Medicaid/Medicare Services (CMS) established metrics for Person and Family Engagement (PFE) as part of their strategy for the Partnership for Patients initiative.

There are five metrics.

Two of us were instructors for a recorded webinar regarding metric three "Hospital has a person or functional area, who may also operate within other roles in the hospital, that is dedicated and proactively responsible for Patient and Family Engagement and systematically evaluates PFE activities."

This webinar will be one in a series available to hospitals across the country.

II. **Johns Hopkins Armstrong Institute for Patient Safety and Quality Study**

Several advisors are participating this study. It partners with patients and families to improve care for mechanically ventilated patients. The work will help determine what patients and their families should expect when they are mechanically ventilated in the ICU and beyond.

One possible outcome of the study will be the development of a patient and family centered toolkit. The platforms for these tools may include apps, websites and/or written materials available to all families throughout the country.

III. **Center for Outcomes Research and Evaluation (CORE) and National Partnership for Women & Families National Patient & Family Engagement Network**

Both organizations are working together to form a national Patient & Family Engagement Network.

This network will be providing input and guidance on CORE’s quality measurement work, contracted under the CMS.

CORE's contract with CMS is to develop, implement, and reevaluate important quality measures for hospitals and outpatient settings.

We have advisors participating in 3 of the 4 areas: Percutaneous Coronary Intervention-Patient Reported Outcome Measure, Hospital All-Cause Mortality Measure, and the larger National Patient and Family Engagement Network.
Additional accomplishments during the year include:

- NICU PFAC advisors made candy jar gifts for nurses during Nurse’s Week with messages of thanks!
- *Cancer Creates* newsletter expands to Facebook and blogs.
- Advisor involvement in the design of the ED “Back to Basics” class designed for ED Staff.
- Palliative care advisor spoke at four events to promote the service.
- Population Health Steering welcomes advisor to team.
- Advisors reviewed new patient White Boards.
- Advisors participated in the High Reliable Organization System Assessment Interviews.
- Recruited Advisors for the new Kireker Center for Child Development PFAC.
- Held our third System PFCC Annual Meeting.
- Hosted several site visits from hospitals based on our successes.
- Presented at NJ Hospital Association and to Ramapo College senior nursing students.
- Taught four PFCC classes with VMG Staff attending for the first time.
- PFAC Seal of Approval on 45+ documents.
- 4,160 hours of service contributed by Patient and Family Advisors.
- Consumer Health Ambassadors rounded with 3,745 patients and family members with 400 requests fulfilled for healthcare information related to medical condition.
Thank you to our 2016 Patient and Family Advisors for the wisdom, passion and dedication you bring to your work and partnering with us to make Valley Health System an even better place to be!

**Kara Adams**  
NICU Parent Buddy, Projects, Special Events

**Bethany Agrati**  
NICU Fundraising/Special Events, Parent Classes

**Mary Allen**  
NICU Parent Buddy, Fundraising, Projects

**Claudia Allocco**  
Surgical PFAC

**Pamela Alson**  
Luckow PFAC

**Gloria Avitabile**  
Luckow PFAC

**Tom Bengaff**  
Valley Home Care PFAC

**Alan Branch**  
Ambassador Cardiac Pulmonary

**Ines Bunza**  
Inpatient Quality and Patient Safety Council

**Brian Byrne**  
Luckow PFAC

**Aaron Cavallario**  
NICU Fundraising/Special Events, Parent Classes

**Lori Cavallario**  
NICU Fundraising/Special Events, Parent Classes

**Mary Clark, MD**  
Hospital PFAC, Surgical PFAC

**John Clarke**  
NICU PFAC

**Valerie Colangelo**  
Hospital PFAC, Consultant

**Patricia Colbert**  
Breast Center PFAC

**Kay Collins**  
Ambassador Total Joint Replacement Center

**Nicholas De Marco**  
Other Projects

**Lorie Den Boer**  
Surgical PFAC

**Keith Dieter**  
Mended Heart Volunteer

**John DiSalvo**  
Ambassador Patient Portal, Information Systems

**Joan Donoghue**  
Professional Recognition & Development Council

**Patrice Duker**  
NICU PFAC

**Basil Fanaras**  
Mended Heart Volunteer

**Harold Ferguson**  
Hospital PFAC

**Angela Flanagan**  
Ambassador Total Joint Replacement Center

**Thomas Freeswick**  
Hospital PFAC, Valley Home Care PFAC

**Loredana Gabriele**  
NICU PFAC

**Peggy Golish**  
Ambassador Consumer Health

**Susan Gralla**  
Inpatient Patient and Family Experience Council

**Allan Harriman**  
Cardiac PFAC, Inpatient Patient and Family Experience Council

**Thalya Hayes**  
Kireker Center for Child Development PFAC

**Rolf Henel**  
Population Health Advisor

**Marie Hickok**  
Women and Children’s Services Quality and Patient Safety Council

**Jane Hoder**  
Ambassador Total Joint Replacement Center, Luckow PFAC

**Stella Howie**  
Ambassador Patient Portal, Information Systems

**Catherine Ilardi**  
Breast Center PFAC

**Sidney Katz**  
Ambassador Total Joint Replacement Center
<table>
<thead>
<tr>
<th>Name</th>
<th>Role</th>
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<tbody>
<tr>
<td>Ted King</td>
<td>Surgical PFAC</td>
</tr>
<tr>
<td>Harold Kirschbaum</td>
<td>Valley Home Care PFAC, PI Council</td>
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<tr>
<td>Roger Knauss</td>
<td>Surgical PFAC, Interactive Patient Care Steering Team</td>
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<td>Mary Lacroce</td>
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<td>Michelle Laskowski</td>
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<td>JoAnn Leonard</td>
<td>Cardiac PFAC</td>
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<tr>
<td>Carla Lindenmuder</td>
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<td>Christina Lisa</td>
<td>CHF Ambassador, Cardiac PFAC</td>
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<td>Anna Locke</td>
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<td>Cherilyn Magda</td>
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<td>Barbara Maniscalco</td>
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<td>Roberta May</td>
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<td>Rich Rubino</td>
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<td>Kay Ruvolo</td>
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<td>Jeri Sayer</td>
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<tr>
<td>Kathleen Sayles, RN</td>
<td>Hospital PFAC</td>
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<tr>
<td>Meri Schachter, MD</td>
<td>Valley Home Care PFAC</td>
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<tr>
<td>Maria Schiavo</td>
<td>Surgical PFAC, Ambassador Consumer Health, Surgical Patient Family Experience Committee</td>
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</tbody>
</table>
Coming Up on the 2017 Horizon

PFCC initiatives will continue to be tied to organizational objectives in 2017. We will continue our participation in making the health system a high reliability organization. Our role will also be expanding to include Valley Medical Group. Watch for more details to come.
"I enjoy working with so many dedicated people at Valley - and in particular the PFAC. Everyone seems to be deeply interested in improving the quality of patient care - particularly from the patient perspective. I feel my input is appreciated."  Rolf H. Henel, Advisor

"Serving as an advisor allows me to ensure that the voice of patients and their families is heard on hospital committees and elsewhere when decisions are being made about the provision of healthcare. It also provides me with an opportunity to use my lifetime of education and experiences to impact the lives of others. Importantly, there is no better feeling than knowing that your volunteer activities are helping others in their time of need."  Harold Kirschenbaum, Advisor

"I was extremely intrigued by, and glad to be part of, the information pamphlet setting up the seed radiation process. In addition, the fact that the committee, all of whom have dealt with breast cancer situations, is able to offer insight that could be helpful to patients is gratifying."  Sherrill Spaak, Advisor

"Working as an advisor has allowed me a way to give back for the stellar care I received as a patient, and to continue being a part of what I felt to be an extended family. I feel that our voices are truly being heard and respected, that we are valued as part of the team, and that we are making a difference in enhancing the patient and family experience."  Valerie Colangelo, Advisor

"My father was a patient of Valley Home Care. The excellent care provided by the Valley team got me thinking of ways in which I could contribute to the Valley community. It is my hope and goal, to provide a perspective of a care giving family member in a way that can help other patients and families. I am pleased to be part of the Valley Home Care PFAC."  Raj Thandani, Advisor

"My original thought about becoming an advisor - in my case as a member of the palliative care committee - was to contribute in a meaningful way to those who are enduring the same terrifying ordeal that I witnessed my sister go through. But I believe I have received much more than I could possibly give. I have been privileged to witness firsthand the dedication of the doctors and nurses whose sole aim is to improve the lives of Valley’s patients."  Benjamin Sims, Advisor
The Valley Hospital
is Proud to Partner with
Our Patients and Their Families
to Provide Exceptional Care,
today and every day.

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