



Stephens Memorial Hospital
MaineHealth

PATIENT & FAMILY ADVISORY COUNCIL
(PFAC)
MEMBER HANDBOOK

Stephens Memorial Hospital
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Overview

Patient and Family Advisory Council (PFAC)

The Patient and Family Advisory Council is a volunteer group representing patients and families served by Stephens Memorial Hospital (SMH). The council is comprised of local community members and caregivers engaged and committed to continuous improvement of patient and family experiences. An active PFAC is an important part of our participation in accreditation organizations such as the *National Committee for Quality Assurance (NCQA)* and its Patient-Centered Medical Home Recognition program, focused on the principles of the right care, in the right amount, at the right time.

PFAC Mission Statement

The Patient Family Advisory Council is dedicated to cultivating partnerships between patients and their family members, caregivers, and administration, with an emphasis on patient safety and family-centered care.

Through contributions to hospital planning, procedures and policies, the PFAC serves as the voice of patients and families who are committed to working together to improve patient and family experiences.

PFAC Goals & Purpose

At Stephens Memorial Hospital, our PFAC is accountable to:

- Improve overall patient experience
- Increase hospital recommendation
- Build a partnership with patients and families
- Serve as an advisory resource to the hospital, physician practices, and/or other affiliated programs
- Review and discuss quality improvement reports and ongoing efforts to improve healthcare practices and outcomes
- Create awareness of the PFAC's role in the community and to encourage broad participation
- Understand, provide feedback on, and/ or establish action steps for goals set by MaineHealth and/or SMH that impact patient care

About Stephens Memorial Hospital

Stephens Memorial Hospital is part of MaineHealth, a not-for-profit integrated health system consisting of eight local hospital systems, a comprehensive behavioral healthcare network, diagnostic services, home health agencies, and more than 1,600 employed and independent providers working together through an Accountable Care Organization. With more than 19,000 employees, MaineHealth is the largest health system in northern New England and provides preventive care, diagnosis and treatment to 1.1 million residents in Maine and New Hampshire.

History Timeline (Next Page)

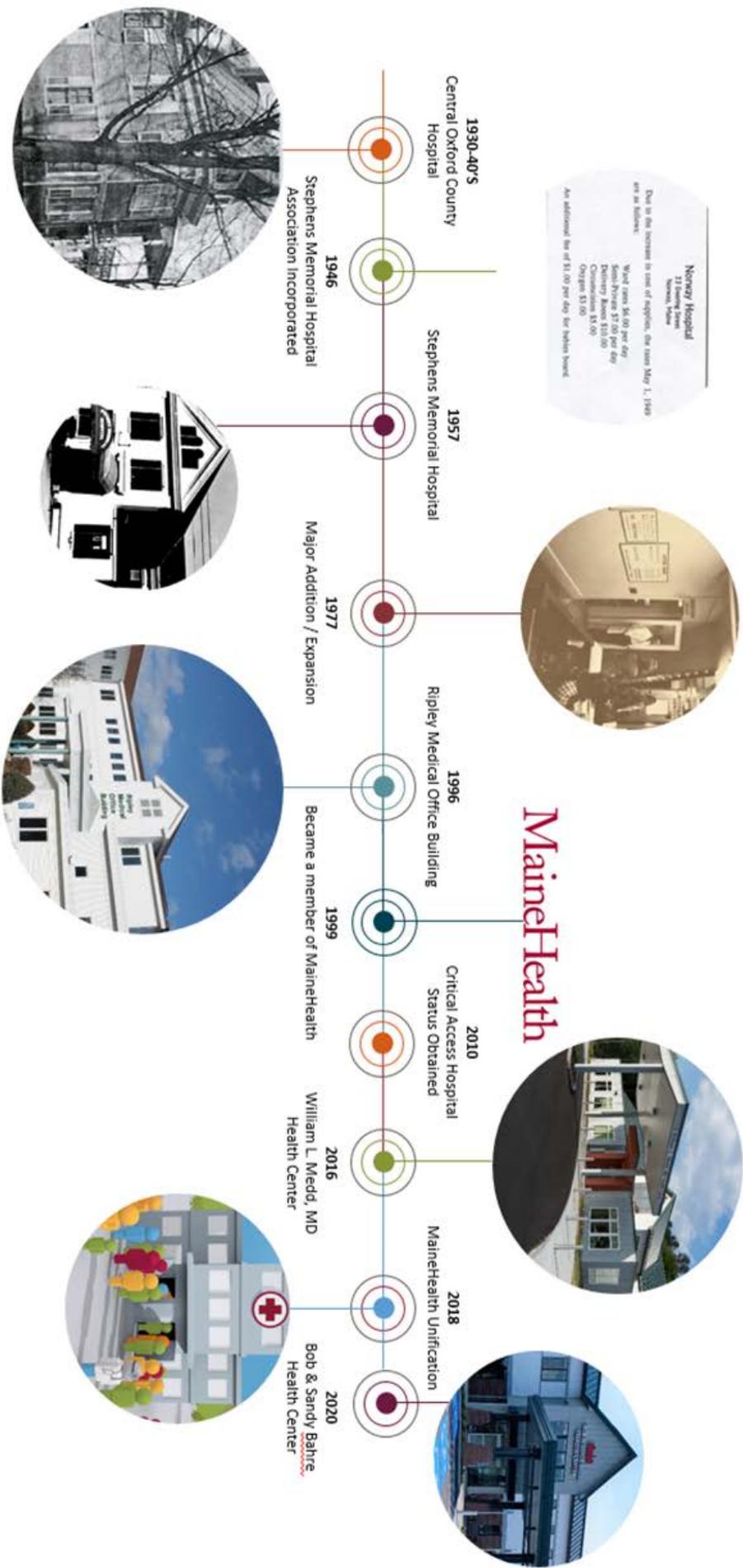
Norrey Hospital
 Norrey, Maine

Due to the increase in use of supplies, the rates May 1, 1989 are as follows:

- Ward rates \$6.00 per day
- Semi-private \$7.00 per day
- Delivery Room \$10.00
- Obstetrical \$8.00
- Outpatient \$3.00

An additional fee of \$1.00 per day for kitchen board.

MaineHealth



Stephens Memorial Hospital & MaineHealth Alignment

Shared Values

At Stephens Memorial Hospital, we are dedicated to preserving diversity and inclusiveness aligned with our organizational values shared across the MaineHealth System:

- Patient Centered - Act with kindness and compassion
- Respect - Be an active listener
- Integrity - Be a role model
- Excellence - Set high standards
- Ownership - Take responsibility
- Innovation - Embrace Change

Shared Mission

MaineHealth is a not-for-profit health system dedicated to improving the health of our patients and communities by providing high-quality affordable care, educating tomorrow's caregivers, and researching better ways to provide care. As a member of the MaineHealth system, Stephens Memorial Hospital shares this mission.

Shared Vision

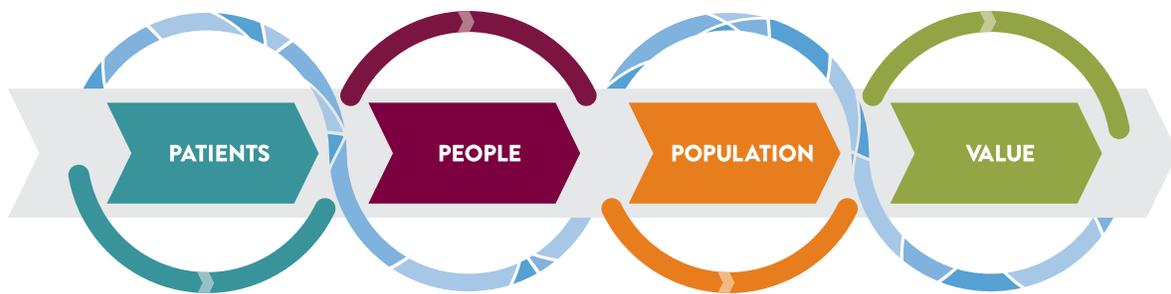
Working together so our communities are the healthiest in America.

MaineHealth – Stephens Memorial Hospital

Strategic Priorities

To view the complete strategic plan, please visit: www.mainehealth.org/Western-Maine-Health/About/Strategic-Plan

Four strategic priorities form the foundation for our efforts. These priorities determine the system’s strategic direction and, subsequently, the actions of Stephens Memorial Hospital.



Patients

At Stephens Memorial Hospital, we deliver outstanding clinical care. We want our patients to share our pride in the excellent care provided in this small community hospital, and to be delighted by dedicated care teams who continuously deliver high quality, patient-centered care. Patients trust us to care for them across all ages and stages of life, and they appreciate receiving care close to home that is directly connected to the resources of an advanced tertiary care facility.

People

At Stephens Memorial Hospital, we are proud of our caring, family-like, progressive culture. Our care team members are proud to work here; they enjoy contributing to this culture, and they feel respected and empowered to do what is best for our patients and the community. Our care team members take care of each other, as well as themselves. Wellness is valued for everyone. We leverage system resources, partnerships, and opportunities to support and invest in our care team members so that they thrive both personally and professionally.

Population

At Stephens Memorial Hospital, we recognize that the environments in which people live, learn, work, and play have a major impact on health status. We will be a “hub” among other community partners to support patients who have needs that go beyond medical care. We will offer seamless advocacy for patients, ensuring fluid transitions across community support organizations, and we will provide the best possible access to behavioral health services. Recognizing that high-speed internet – or any internet access – is a challenge for many families, we will also leverage technology to deliver care remotely whenever possible and appropriate.

Value

At Stephens Memorial Hospital, value is achieved when patients are able to receive excellent, affordable care close to home and when they need it. Value includes patient confidence in our ability to address their needs. Over the next three years at Stephens Memorial Hospital, we will grow revenue and ensure strong expense control to support this vision for Value. This will involve capturing untapped potential in our surgical services program, leveraging specialty partnerships with MMP and other providers, re-opening our primary care practices to new patients, and building new programs with new technologies.

Membership

Eligibility

To be eligible, candidates should be current or former Stephens Memorial Hospital patients or family members. Employees who have been patients or family members will also be considered.

Commitment

Patient and Family Advisors are invited to serve an initial three-year term and may serve two additional three year terms, upon mutual agreement with council leadership, up to a total of nine years. Past members are welcome to attend Council meetings as non-voting members and may have the opportunity to serve on hospital committees.

Members should attend the majority of meetings per year. Meetings take place on the third Thursday of each month from 10:00 a.m. to 11:30 a.m. in person or virtually, as circumstances permit.

Role

- Listen with empathy. Give input based on your own experience, but be able to step out of your individual perspective. Do not deal with personal issues in your advisory activities.
- Take responsibility for learning as much as you can about the hospital and current issues in health care.
- Develop good communication skills. Ask questions and be open minded in discussions. Be thoughtful in the words you use, especially if an issue brings up strong emotions.
- Learn to be comfortable with staff, as well as other patients and families. Adapt to different situations as necessary. Know that your own healthcare experiences bring value and will help make a difference for others.

Patient Safety

Excerpts from the Stephens Memorial Hospital Patient Safety Program Policy:

Stephens Memorial Hospital promotes an environment that demonstrates the following:

- Open communication about preventable adverse events and outcomes
- A just culture which supports a reporting philosophy, policy, and practice that creates an environment in which it is safe for caregivers to speak up about problems, errors, inefficiencies of practice, conflicts, and misunderstandings
- An atmosphere of accountability, trust, and respect which facilitates learning from errors
- Targeted process improvement projects which enhance patient safety
- An environment that facilitates innovation, creative solutions and empowerment
- Ongoing training and education of new and current employees, Medical Staff and Local Board members that reinforces the use of patient safety common language and knowledge of Stephens Memorial Hospital's patient safety policies and communication techniques
- A reduction of errors through tracking, trend analysis, and process improvements which enhance safety

Patient Experience

Excerpts from the HCAHPS fact sheet:

Overview

The Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) Survey is the first national, standardized, publicly reported survey of patients' perspectives of hospital care. The survey is used by Stephens Memorial Hospital to measure inpatient experiences and develop internal strategies for performance improvement. The survey has three broad goals:

- Allow objective and meaningful comparisons of hospitals on topics that are important to consumers
- Create new incentives for hospitals to improve the quality of care

- Enhance accountability in health care by increasing transparency of the quality of hospital care provided in return for public investment (Medicare and Medicaid)

Public Reporting

CMS publishes participating hospitals' HCAHPS results on the Hospital Compare website (www.hospitalcompare.hhs.gov) four times a year. Additional HCAHPS results can be found on HCAHPS On-Line, (www.hcahpsonline.org).

Internal Reporting

HCAHPS results are tracked and published throughout MaineHealth. “Quality Boards” are located throughout the hospital in public spaces so patients, families, visitors and staff can see how we are performing against critical measures.

Excerpts from the NRC Health Website

Overview

NRC Health’s Real-time feedback solution connects with patients seen in a Practice setting as well as the Emergency Department immediately after their experience via email, short message service (text), or phone through Interactive Voice Response (IVR). The first outreach attempt is an email that typically gets sent the day after the visit. The second outreach attempt is 48 hours later, made via phone/IVR. Results are benchmarked against other national NRC Real-time participating organizations.

Internal Reporting

NRC Real-time results are tracked and published on a monthly and quarterly basis across MaineHealth and internally through the Quality Department at Stephens Memorial Hospital.

CG-CAHPS

The Clinician & Group (CG) Consumer Assessment of Healthcare Providers and Systems is a standard survey developed by the Agency for Healthcare Research and Quality (AHRQ) to assess patient perceptions of care provided by physicians and medical groups in doctors’ offices. The questions can be used in both primary care and specialty care settings. The Centers for Medicare & Medicaid Services (CMS) has mandated their own versions of the CG-CAHPS Survey through two

quality reporting programs: the Medicare Shared Savings Program for Accountable Care Organizations (ACO) and the Physician Quality Reporting System (PQRS). The term “CG-CAHPS” is frequently used to describe all of the voluntary and mandatory surveys available for medical practices.

Survey results can be used to:

- Determine the need for improvement activities and evaluate the impact of those efforts.
- Equip consumers with information they can use to choose physicians and other health care providers, physician practices, or medical groups.

Hospital Acronyms

SMH Hospital Unit Acronyms

ASU	Ambulatory Surgical Unit (Surgery)
CLINICS	Outpatient Clinics
CM	Case Management
CR	Central Registration
ED	Emergency Department
ENDO	Endoscopy
EVS	Environmental Services
FM	Family Medicine
IM	Internal Medicine
LDRP	Labor, Delivery, Recovery and Postpartum
MSU	Medical Surgical Unit
NBN	Newborn Nursery
NORDX	Laboratory Unit
OB	Obstetrics (The Family Birthplace)
OR	Operating Room
PACU	Post Anesthesia Care Unit
PNC	Pre-Natal Care
SCU	Special Care Unit
ONC	Outpatient Oncology Infusion Center

SMH Other Commonly Used Acronyms

AHRQ	Agency for Healthcare Research and Quality
AIP	Annual Implementation Plan
CAH	Critical Access Hospital
CDC	Center for Disease Control and Prevention
CNA	Certified Nurse Assistant
CAUTI	Catheter Acquired Urinary Tract Infections
CLABSI	Central Line Acquired Blood Stream Infections
CMS	Centers for Medicare and Medicaid Services
CPR	Cardio-Pulmonary Resuscitation
PSR	Patient Service Representative
CT	CAT scan (computerized tomography)
EEG	Electroencephalogram
EHR	Electronic Health Record
EKG	Electrocardiogram
EMR	Electronic Medical Record
HCAHPS	Hospital Consumer Assessment of Health Care Providers and Systems. The HCAHPS Survey measures in-patient admission experiences.
HAI	Hospital Acquired Infections
IV	Intravenous (Fluids/medication given through a vein)
LOS	Length of Stay
MA	Medical Assistant
MD	Medical Doctor
MEDS	Medications for Patients
MI	Myocardial Infarction (Heart Attack)
MRI	Magnetic Resonance Imaging
MRSA	Methicillin-resistant staphylococcus aureus (infectious bacteria)
NP	Nurse Practitioner
OB/GYN	Obstetrics/Gynecology - Women's Health
OT	Occupational Therapy
PA	Physician Assistant
PACE	Paramedic Service
PCMH	Patient-Centered Medical Home
PT	Physical Therapy

PT	Patient
RN	Registered Nurse
RT	Respiratory Therapist
SMH	Stephens Memorial Hospital
STAT	Immediately
ST	Speech Therapy
TJC	The Joint Commission
VS	Vital Signs
W/C	Wheelchair
X-RAY	High Energy Electromagnetic Radiation
WMP	Western Maine Pediatrics
WMPC	Western Maine Primary Care
WMS	Western Maine Surgery

SMH Emergency Codes

Code Red	Fire
Code Blue	Cardiac or Respiratory Arrest
Code White	Suspected Stroke
Code Pink	Missing/Abducted Infant/Child
Code Purple	STAT Transfer of ST elevation myocardial infarction (STEMI) Patient (Heart attack)
Code Green	Adult Patient Locate
Code Gray	Disruptive /Violent Person
Code Yellow	Internal Disaster
Code Silver	Weapons / Hostage
Code Silver Standby	Potential Violent Subject
Code Orange	Hazardous Material Spill / Release - Internal
Code Orange Tier 1	Hazardous Material Spill / Release - External
Code Triage Standby	Possible Rapid Influx of Emergency Patients
Code Triage Imminent	Imminent Rapid Influx of Emergency Patients

Online Learning Resources

Mainehealth.org/WesternMaineHealth

This website is the best overall source for information about Stephens Memorial Hospital.

Medicare.gov/hospitalcompare

This consumer-oriented website provides information on how well hospitals provide recommended care to patients, intended to be helpful to patients in making informed decisions.

HCAHPSonline.org

HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) provides a national standardized publicly reported survey of patients' perspective of hospital care. HCAHPS results are widely used throughout MaineHealth in patient experience performance improvement efforts.

JointCommission.org

TJC (The Joint Commission) is a non-profit organization that accredits more than 20,500 healthcare organizations and programs in the U.S. based on standards that are essential to providing safe, high quality care.

LeapfrogGroup.org

This survey assesses hospitals in three areas: How patients fare, resources used in caring for patients, and leadership and structures that promote safety. MaineHealth participates in this survey.

AHRQ.gov

The Agency for Healthcare Research and Quality encourages patients to get more involved in their healthcare by asking questions, talking to clinicians and understanding their conditions.

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We hope this handbook will be a helpful learning tool and resource for both new and current members of the Patient and Family Advisory Council.

Thank You,

The PFAC Project Team