

# ENCOMPASS HEALTH REHABILITATION HOSPITAL OF BRAINTREE

## Patient and Family Advisory Council Annual Report – 2020

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### Encompass Health Rehabilitation Hospital of Braintree

**Date of Report:** September 2020

**Year Covered by Report:** July 1, 2019 – June 30, 2020

**Year PFAC Established:** 2010

**Staff PFAC Contact:** Carol Gorman, LSW, CCM at [carol.gorman@encompasshealth.com](mailto:carol.gorman@encompasshealth.com)

### PFAC Purpose, Membership, and Structure

**Purpose:** Provide a forum that enables patients and family members to have direct input into the development of policies, programs and practices at Encompass Rehabilitation Hospital of Braintree (ERHB).

**Recruitment:** Members are recruited via staff recommendations and Annual Patient Recognition Ceremony.

**Selection of Members / Election of Officers:** Interested members complete an application; they are then interviewed by PFAC members. New PFAC members must also complete the volunteer orientation process and a successful CORI background check. Officers are nominated by PFAC members. Current co-chair is a former patient. Administrative / Staff Liaison Co-Chair: Director Case Management.

**Term of Service:** PFAC members serve a minimum of a one year term with a preference for a 2 year term. PFAC co-chairs will serve a minimum 2 year term.

**Current Structure/Design:** 2018/2019 PFAC started the 2018 year with 7 former patients/family and 1 ERHB staff member. The current Co-Chairs are an ERHB staff representative and a former patient. Meetings occur on a quarterly basis or more often as the committee requests to meet. Each meeting has a well-organized agenda with standing items of facility and state quality care measures along with facility initiatives brought forth by PFAC Committee members, ongoing PI teams, Patient/Family Satisfaction Survey results, etc.

Minutes are taken and reviewed each meeting for needed follow-up items. An annual report is shared with the Governing Body. This annual report is available to patients, the general public, and the Massachusetts Department of Public Health on ERHB's website at [encompasshealth.com/braintreerehab](http://encompasshealth.com/braintreerehab).

### Orientation and Continuing Education

**Orientation of New Members:** New PFAC members are issued a PFAC packet consisting of the background and purpose of PFAC, previous agenda's and meeting minutes, previous projects, and annual reports. Continuing education opportunities are presented during PFAC meetings as well as notifications re: webinars/outside opportunities.

**PFAC Impact and Accomplishments:**

Projects/Accomplishments for 2019- 2020 year include:

- Collaborated with Administration on a patient experience committee.

**Goals for 2020-2021:**

- Continued recruitment efforts for the PFAC Committee.
- Identify new areas of focus.