

BIDMC Patient & Family Engagement 2024 Annual Report

Hospital Name: Beth Israel Deaconess Medical Center (BIDMC)

Dates Covered by Report: October 1, 2023 - September 30, 2024
(Fiscal Year 2024)

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*Report is available by request and posted online at
<https://www.bidmc.org/PFAC>*

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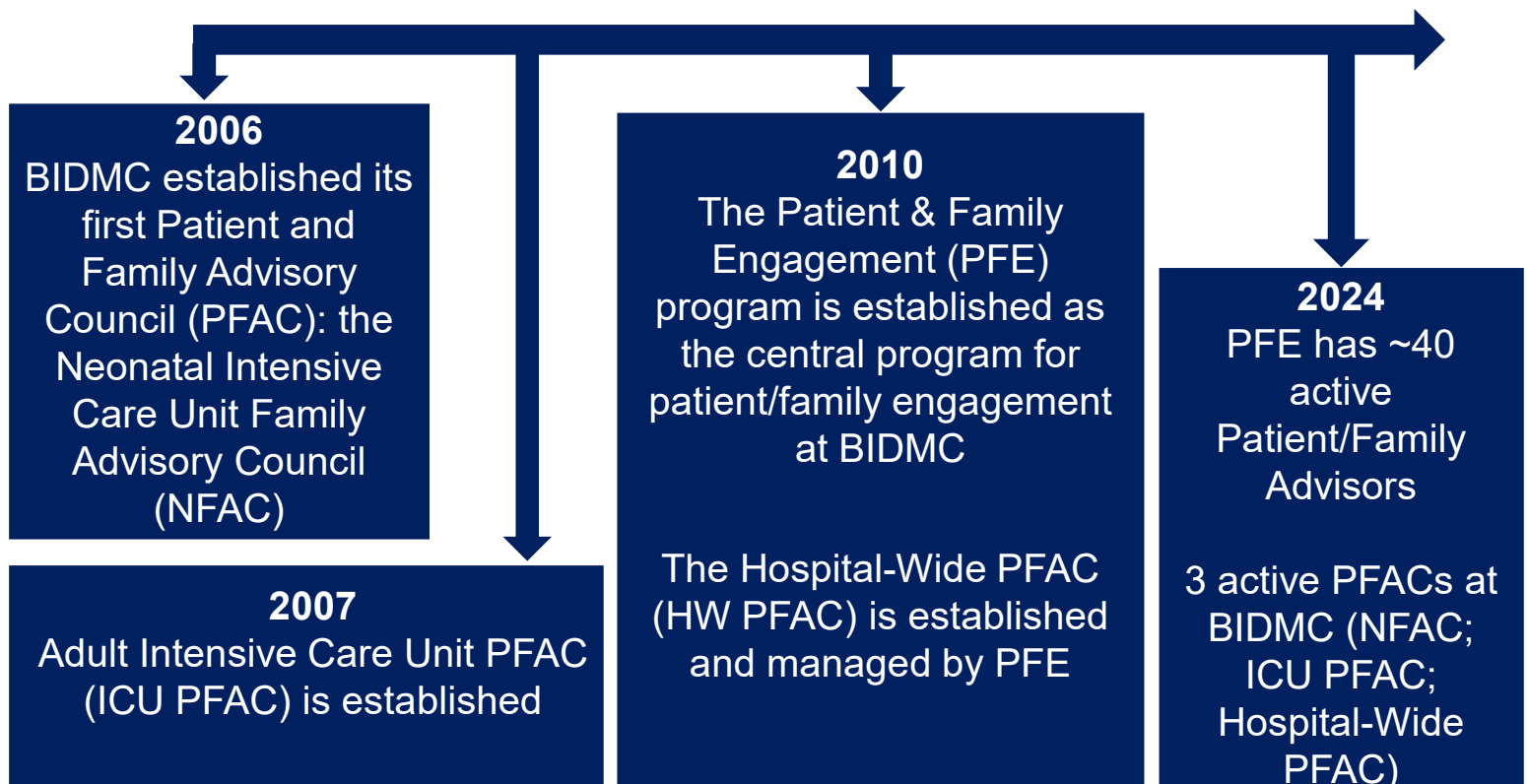
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Introduction: Mission & Brief History

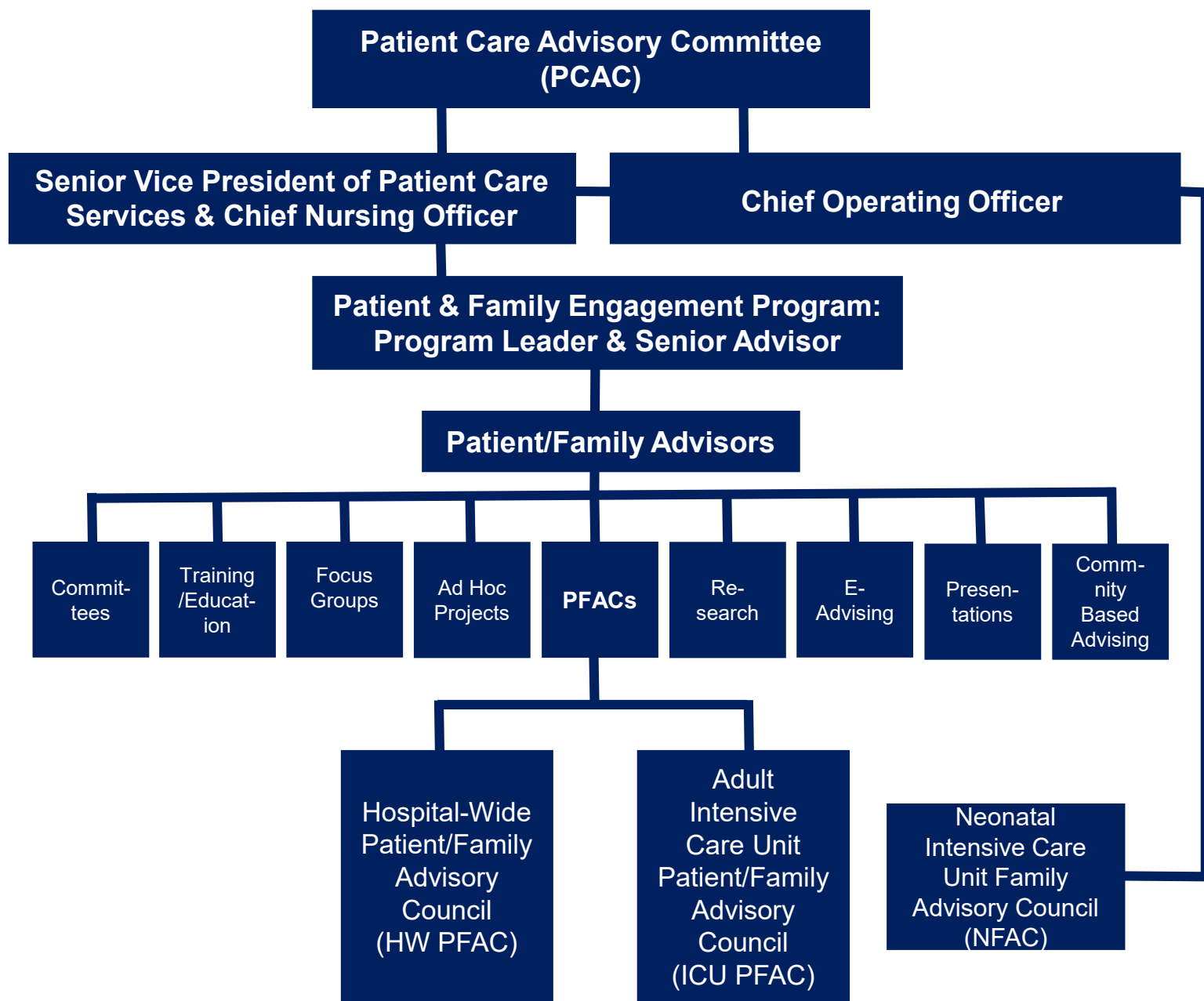
This annual report provides an overview of contributions made by Beth Israel Deaconess Medical Center's (BIDMC) Patient & Family Engagement (PFE) program from October 1, 2023 through September 30, 2024, BIDMC's fiscal year (FY). It includes information about 3 active advisory councils and highlights other collaborations between patients, family members, staff and providers.

BIDMC's mission is to provide extraordinary care, where the patient comes first, supported by world-class education and research.

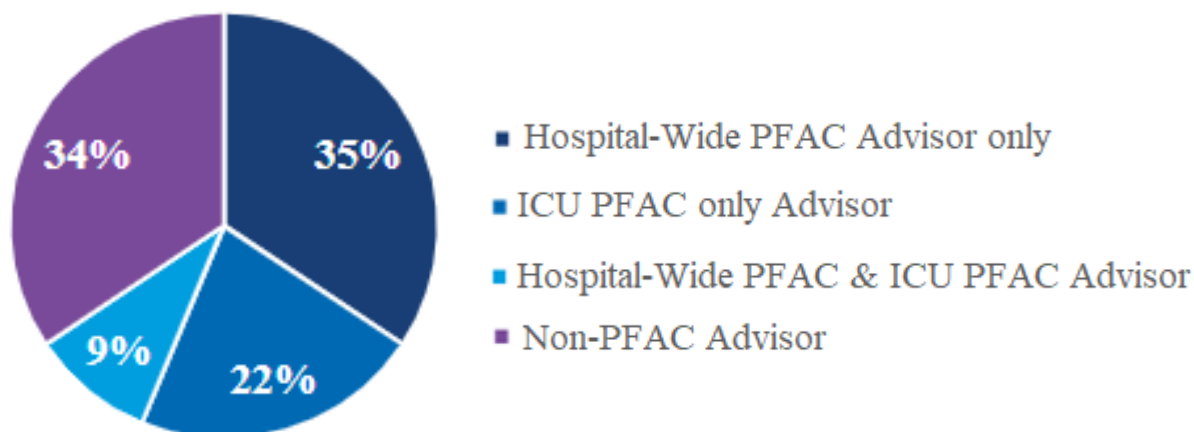
BIDMC's Patient & Family Engagement (PFE) Program's mission is to engage patients and their loved ones in all aspects of care delivery, quality and safety to promote extraordinary, person-centered care.



Organizational Chart & Program Scope



Patient & Family Engagement Program Advisor Involvement



FY2024 Highlights

Health Equity Initiatives

Patient/Family Advisors were active in both BIDMC and Beth Israel Lahey Health (BILH)-wide health equity initiatives in FY2024 [see table for BILH Advisor Involvement].

BIDMC	FY2024 GOALS	Advisor Involvement
DEI	Improve Demographic Accuracy and Completion	2 Patient/Family Advisors serving on BILH Race, Ethnicity, Language, Disability (RELD) Team as active members
	Design and roll out WebOMR Sheets for Social Determinants of Health (SDoH), Disability & Accommodation Needs	1 Patient/Family Advisor serving on BILH SDoH Steering Committee and 6 Patient/Family Advisors provided feedback on a related communication material

Teaching

- As in past years, the Program Leader co-presented with an Advisor and a master's level social work intern to a class of Harvard Medical School's (HMS) Master of Healthcare Quality & Safety Program. The lecture focused on designing patient/family engagement programs through a health care equity lens; it outlined BIDMC PFE's journey toward building an effective and equitable program, including areas for improvement and exploration.
- The same Advisor co-presented "*Patient & Family Engagement: Designing with a Health Care Equity Lens*" with the Program Leader for a Social Work Continuing Education session. The audience included social workers from across the BILH network among other disciplines; the HMS presentation was adapted to highlight the social justice aspects of patient and family engagement that align with the social work profession and ways for social workers to get involved at the micro, mezzo and macro levels of practice and intervention. Multiple participants requested a part 2 of this presentation.
- The aforementioned presentations were adapted from yet another presentation accepted by the National Association of Social Workers' (NASW) 2024 Virtual Symposium. The Program Leader, an Advisor who is also a social worker with health care experience, and a social work intern co-designed and presented "*Patient & Family Engagement: A Social Justice Leadership Opportunity*" for the NASW Symposium.

Thank you for the lived experience perspective, tying together health equity and patient and family engagement and providing examples of what the patient advisors bring to the work. So important!

Great reminder to hear and prioritize the voices of those we serve. This workshop was excellent - it inspired me to think about how I'm structuring my own work.

NASW Symposium Participant Comments

Advising Beyond BIDMC

The reach of the Patient & Family Engagement program beyond the walls of BIDMC was palpable in FY2024.

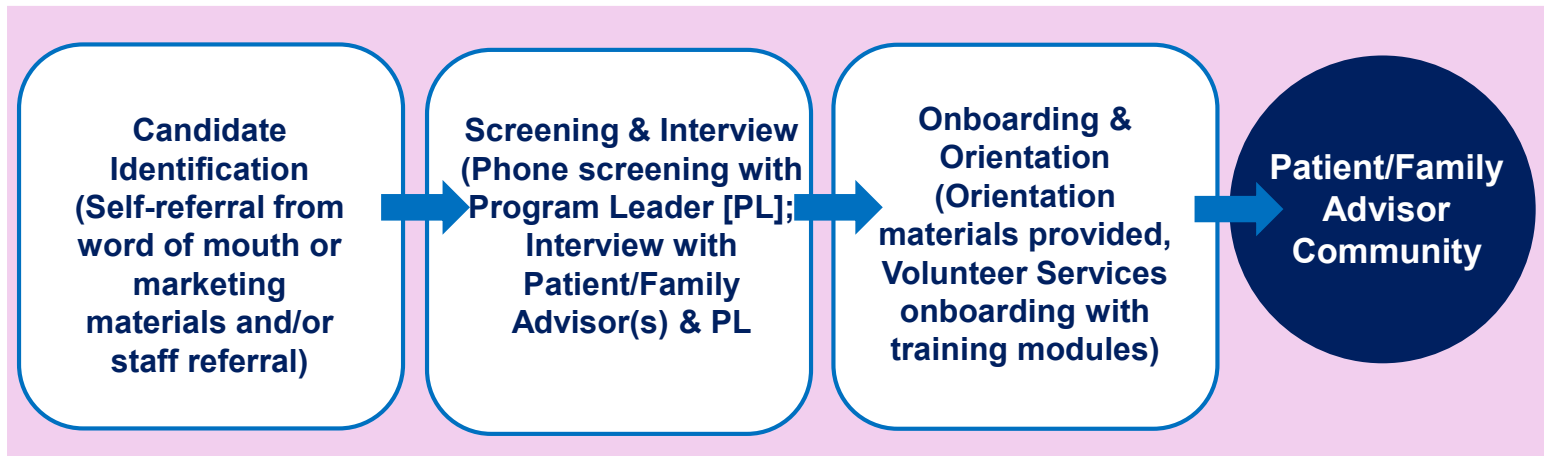
- Two of the several Patient/Family Advisors who participated in the BIDMC/Harvard Division of Clinical Informatics (DCI) retreat in 2023 were invited to join the DCI Network Steering Committee. The [DCI Network](#), led by the division chief of DCI at BIDMC, functions as a multi-stakeholder alliance and consortia focused on collaborative innovation to solve complex healthcare challenges. Members of the Network come from academic, industry, government and public sectors. The Patient/Family Advisors have not only been integral members of the Network and working groups within it, but they were also featured as presenters at the 2024 DCI Network Conference. The DCI Network stands to have an impact on a state, national, and possibly global level.



BIDMC Patient/Family Advisors featured at the 2024 DCI Network Conference

- Similarly, the Betsy Lehman Center for Patient Safety created a PFAC Committee in 2024 and invited a longtime BIDMC Patient/Family Advisor to join which elevates the BIDMC PFE program's visibility and connection to a state-wide focused advocacy space.

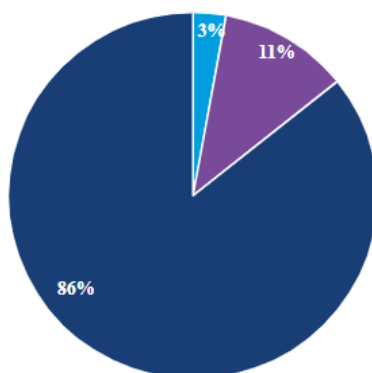
Building the Advisor Community



- The PFE program is committed to engaging and sustaining a group that is reflective of the populations served by BIDMC. PFE also recognizes that it is critical to center the voices and experiences of marginalized groups to make meaningful improvements in patient experience and true progress in health care equity. There is a great deal more work to be done to center the experiences and perspectives of those who identify with marginalized communities and who experience the greatest health disparities.
- This year, PFE launched the 2nd annual Identity Survey to continue to measure progress on recruitment goals (see [FY2023 Annual Report](#) for more details). Minor adjustments were made to the survey questions to align with BIDMC and BILH system-wide data collection practices.
- The survey response rate was 85%: 34 participants out of 40 Advisors at the time of the Survey in early 2024. Incremental change can be seen in the survey results.
- In pursuit of promoting greater health care equity, there is significant attention paid to representation of diverse lived experiences and identities amongst Advisors invited to serve on a PFAC, as they are a leading space for impactful patient/family collaboration with Medical Center staff, leaders, and providers.

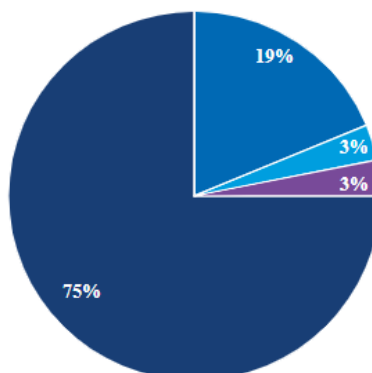
Total PFE Advisor Community Survey Data: Race

What is your race?
Advisor Responses, 2023



- White
- Black or African American
- White; Black or African American
- Other: Latino

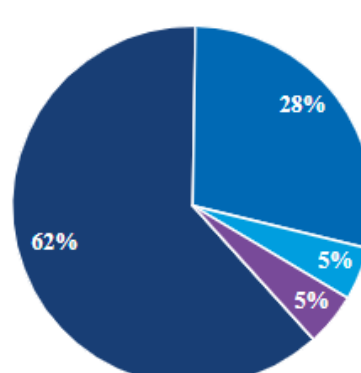
What is your race?
Advisor Responses, 2024



- White
- Black or African American
- White & Black or African American
- Other: Latino

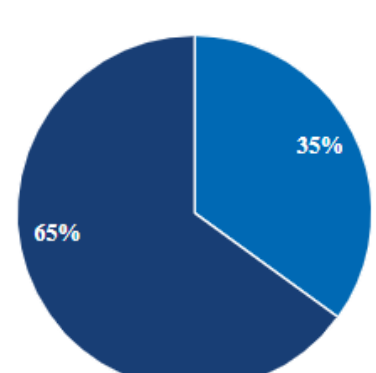
PFAC Advisor Survey Data: Race & Disability Status*

What is your race?
PFAC Advisor Responses, 2024



- White
- Black or African American
- White; Black or African American
- Other: Latino

Disability Screening
PFAC Advisor Responses, 2024



- Yes
- No

*35% of Advisors answered Yes to at least 1 or more disability screening questions

FY2024 PFAC Summaries

Hospital-Wide Patient/Family Advisor Council (HW PFAC): FY2024 Meeting Topics

The HW PFAC has been active since 2010. At the height of FY2024 membership, the Council had 13 Patient/Family Advisors. There are approximately 9 Staff Advisors who regularly attend meetings including the Chief Operating Officer and Chief Nursing Officer who regularly attend and engage in meetings. The HW PFAC has membership term limits thus Patient/Family Advisors rotate off each year and new Patient/Family Advisors are invited to join. Meeting topics in FY2024 include:

November 2023 Meeting

- Laura's law
- Patient Relations

January 2024 Meeting

- DFCI/BIDMC Planning/Building Process Food Services
- Betsy Lehman Center: Roadmap to Patient Safety & PFAC Committee
- Identity Survey Check In (approval from group to move forward)

March 2024 Meeting

- OneBILH Epic Update
- Betsy Lehman Center PFAC Committee Follow Up Discussion Identity Survey Results

May 2024 Meeting

- Patient/Family Advisor Appreciation Event for all Advisors

July 2024 Meeting

- Capital Project
- Epic Experiences
- DCI Network

September 2024 Meeting

- Healthcare Quality & Safety at BIDMC
- PFAC End of Fiscal Year Report Out

Adult Intensive Care Unit Patient/Family Advisory Council (ICU PFAC): FY2024

The ICU PFAC was first established at BIDMC in 2007 and remained active for approximately 10 years. In 2021, ICU leadership and Patient & Family Engagement partnered to relaunch the ICU PFAC. At the close of FY2024, the ICU PFAC has 9 Patient/Family Advisors. This year, the ICU PFAC held 2 productive meetings which included rich discussions of the following topics:



Updated ICU Waiting Room

Spring Meeting

- Artificial Intelligence in Health Care & Health Disparities and Structural Inequalities
- ICU Waiting Room Improvements (from Advisor input) and Additional Opportunities for Improvement
- Humanizing the ICU: Equity Initiatives
- Mobility project pilot

Summer Meeting

- Review of ICU PFAC activities & setting intentions for next year
- ED to ICU Questionnaire
- Outdoor Initiative

Neonatal Intensive Care Unit Family Advisory Council (NFAC): FY2024

NFAC was the first patient/family advisory council established at BIDMC in the early 2000s. They have remained an active group since that time with longstanding advisor participation. This year, NFAC held 3 meaningful meetings which included discussion of the following topics:

Fall Meeting

- NICU clinical research program partnering with families to improve health in the NICU – how to engage patients in the research process.

Winter Meeting

- Artificial Intelligence in the NICU, why this matters and how it can help NICUs and Neonatology

Spring Meeting

- Learning from the "Family Experience:" how best to deliver information to families in the first meeting
- The Power of Touch: skin to skin and working with more complex NICU cases
- Anti-Racism Upstander Course in the NICU has become mandatory in the neonatology unit
- Identities & Privilege in the NICU experience

Incorporating Patient & Community Voices: Highlights From Across BIDMC

Center for Violence Prevention & Recovery: The Survivor Leadership Collective (SLC)

SLC is a group of survivors working individually and collectively with the Center for Violence Prevention and Recovery, to bring healing into the community around issues of sexual and domestic violence. The SLC promotes transformation through education, advocacy, skill development, and leadership opportunities. This year, SLC activities included:

Recognizing Sexual Assault Awareness month's theme of '*Building Connected Communities*' by offering two Creative Arts workshops in April, one on the BIDMC campus and one in the community. The theme was "Transforming Together" and attendees reflected on a quote and used multiple media and elements from nature to create beautiful art! The quote:

"You do not just wake up and become the butterfly. Growth is a process." -Rupi Kaur

In May, the SLC volunteers and staff at CVPR worked together to educate and spread the word about trauma-informed care in the hospital. CVPR and SLC volunteers tabled at both cafeterias in the hospital and handed out literature and engaged medical providers and other hospital staff in conversations about the importance of providing trauma-informed care throughout the hospital.

BIDMC Parkinson's Disease (PD) Patient & Care Partner Advisory Group

BIDMC's PD Patient & Care Partner Advisory Group was formed in 2022. The group consists of 9 patients with PD and 4 care partners. Meetings are facilitated remotely by a physician and a social worker. Meeting topics in FY 2024 included:

Winter Meeting

- Reflecting on Advisory Group Accomplishments over the past year
- 2024 Symposium speakers and topics
- Screening the movie *Still* in 2024

Spring Meeting

- PD Awareness Month
- Wellness Works updates and program suggestions
- Ideas for Website Content and Organization
- Helping to select ALL topics and speakers for the 2023 and 2024 PD Symposiums/making sure Symposiums are catered to the needs and interests of the community
- Reformatting monthly PD newsletter and website to streamline the content
- Creating Rock On: Rock Climbing for PD program
- Screening *Still* followed by discussion
- Implementing free trials in the Wellness Works exercise classes

OB/GYN Engagement

- A multi-disciplinary working group was formed to review and update a policy relating to and supporting pregnant/postpartum patients with history of substance use disorder. The working group included various disciplines and those with lived experiences with the goal of creating a robust conversation considering all who are impacted. The group consisted of physicians, nurses, social workers, lawyers, managers, and a patient representative. The patient representative was identified as someone who was in recovery and had received care at BIDMC throughout numerous pregnancies; their voice and inclusion was vital in the creation of just and patient-centered policy.
- The Supportive Birth Collaborative is in the early stages of developing a Patient and Family Partnership (PFP) for the OB/GYN services. Central to the mission is the belief that patient involvement is crucial in driving meaningful change within the healthcare system.

Taking Stock & Looking Ahead

Beyond the PFACs

Patient and family advisors are involved in a vast array of activities across BIDMC and throughout the community. The following tables list a few of the many notable projects and initiatives that advisors contributed to in FY2024 outside of PFAC meetings. Many of the notable projects were related to or impacted BIDMC's roll out of Epic on June 1, 2024 as the new medical record system, which was a primary focus across the Medical Center in FY2024.

Ongoing Committees/Groups Within BIDMC or BILH	# of Advisors
Patient Care Assessment Committee of the Board of Directors (Quality & Safety)	1
Ethics Advisory Committee	3
BIDMC DEI Council	1
RELD Team	2

Presentation/Publication/Faculty or Academic Project:	# of Advisors
BIDMC/BILH Social Work Continuing Education Lecture	1
Health Care Quality Master's Course: Harvard Medical School	1
Published in an Academic Journal	1
National Association of Social Work Virtual Symposium Workshop Presentation	1

E-Advising Project/Document	# of Advisors
2 Part Volunteer Services Project	5
Epic Roll Out Related Communication	7
Service Animal Communication	7
Anesthesia Patient Education Material	7

Projects Within and Outside of BIDMC	# of Advisors
DCI Network	2
ICU Role Play for Resident Education	1
Research Preparation Feedback	8
Focus Group Re: Programmatic Change	8



Word Cloud generated by Patient/Family Advisor responses when asked:
What word would you use to describe your experience as part of the Patient/Family Engagement Program?

Patient and family engagement is critical to the delivery of quality care, addressing health inequities and disparities, and communicating in dynamic and evolving environments. PFE continues to find ways to expand its impact through intentional recruitment efforts and project assignments, considering new opportunities for partnership and connection, and fostering efficient integration of Advisors into committees, education, research, short-term projects, and other ventures.