



Anne Arundel  
Medical Center

*Patient and Family Advisory Council*

# ANNUAL REPORT

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*FY'19*

# "NOTHING ABOUT US WITHOUT US"

*-AAMC's Patient Family Advisors*



It's the little things... and the big ones, too! Maybe it's the fact that you can now be with your loved ones anytime they are in the hospital, day or night. Or the clear signage that helps you quickly park and find your way across the Anne Arundel Medical Center campus. Maybe it's the discharge instructions that are in everyday language and not medical jargon, or that your nurses participate in bedside shift report, including you and your family as part of the healthcare team. The impact of AAMC's Patient Family Advisors (PFA) can be seen everywhere.

This year, dedicated PFAs have put in hundreds of hours, working shoulder to shoulder with AAMC employees to advance the understanding and practice of patient and family centered care. Together, we have worked to incorporate these principles:

- Respect and dignity: we honor the perspective and choices of patients and families.
- Information sharing: we provide timely, understandable and usable communication.
- Participation: we welcome patients and families to participate in their care.
- Collaboration: we include patients and families in hospital decision making.

In this Annual Report, we are proud to share with you just some of the highlights of our tremendous work over the last year.

Our thanks goes out to each PFA and member of the AAMC staff and leadership team who support a culture in which patient and family centered care is provided at each encounter. We are also so thankful for the amazing AAMC healthcare team, who keeps us all living healthier together.

A handwritten signature in cursive script, appearing to read "Patricia Holle".

A handwritten signature in cursive script, appearing to read "Patricia A. Markel".

Patricia Holle and Patricia Markel  
FY'19 Co-Chairs  
Patient Family Advisory Council



# Vision

*Patient and family centered care  
provided at every AAMC encounter.*



# Mission

*Guided by our patients and their  
families, AAMC's PFAC will enhance the  
health of the people we serve by  
advancing the understanding and practice  
of patient and family centered care.*

## PATIENT FAMILY ADVISORY COUNCIL MEMBERS

### *Patient Family Advisors*

**Jean Adams**

**Amy Grigg**

**Pat Holle (Co-Chair)**

**Patricia Markel (Co-Chair)**

**Edra Oliver**

**Chuck Roydhouse**

**Earl Shellner**

**Randy Smith**

**Charlene VanMeter**

**Lynn Vosburgh**

**Tom Zamer**

### *Staff Advisors*

**Lil Banchemo**

Senior Director, Institute for  
Healthy Aging

**Donna Burton**

Senior Administrative Assistant,  
Rehabilitation Services

**Lori Franks**

Senior Medical Director, Hospital  
Medicine and Post Acute Care

**Carole Groux**

Director, Service Excellence

**Barbara Jacobs**

Vice President of Nursing and  
Chief Nursing Officer

**Maulik Joshi**

Executive Vice President of Integrated  
Care Delivery and Chief Operating Officer

**Monica Mewshaw**

Patient and Family Centered  
Care Coordinator

**Betsey Snow**

Senior Director, Women's and  
Children's Services

# PATIENT FAMILY ADVISORS AT WORK



**61**

# of councils & committees that include PFAs



**464**

# of hours logged by PFAs over the last six months



**100**

% of surveyed staff who say they've learned from a PFA



**95**

# of Patient Family Advisors at AAMC

# PFA EARL SHELLNER RECEIVES INTERNATIONAL RECOGNITION

*In 2013, Earl Shellner, a young man in his 30's, received a devastating diagnosis. He was told he had cancer.*

What followed was a year of aggressive treatment that included multiple surgeries, radiation and 25 rounds of chemotherapy. Despite his circumstances, Earl maintained an upbeat attitude and contagious positivity. He shared ideas for improvement and was interested in collaborating with staff to see them implemented. When his treatment was complete and Earl was cancer-free, he joined the Patient Family Advisory Council.

A few years later, after a surgery, Earl's discharge was delayed. He left the hospital late in the evening with new prescriptions for high dose pain medication, but pharmacies were not able to contact his physician and refused to fill them. Earl spent the night in excruciating pain. The next morning, a visiting home health nurse checked his vital signs and immediately called an ambulance to rush him back to the hospital for additional treatment.

When Earl had recovered, he was determined to help change this process. His ideas and collaboration with staff led to the development of a Bedside Prescription Dispensing Program, which



ensures patients can have prescriptions filled before they leave the hospital. This program has resulted in a reduction in readmissions, length of stay, and associated costs.

As a result, Earl was nominated for the Beryl Institute's Innovative Patient Family Advisor Award, which recognizes a PFA who led or inspired an innovation that positively impacted the patient and family experience. In April, Earl's AAMC family celebrated with him as he was awarded this honor. [Watch a video about Earl's journey here.](#)

# WHAT WE'VE ACHIEVED



## Collaboration at the highest levels of decision making

Patient Family Advisory Council co-chairs Patrica Markel and Pat Holle were a part of the leadership team who participated in strategic planning sessions for AAMC's Vision 2030. This helps determine how patient and family engagement fits into organizational processes on a daily, operational basis.



## Sharing the patient and family perspective in community forums

Congressman John Sarbanes recently met with healthcare staff, community members, elected officials, law enforcement, and public health workers at AAMC to discuss the public health crisis of gun violence. Above, PFA Pat Clesh is seated behind Annapolis Mayor Gavin Buckley, left, and Attorney General Brian Frosh.



## Connecting with new and current employees

PFAs participate in orientation for new employees. That means that last year, over a thousand doctors, nurses and other healthcare staff heard a PFA's compelling story and learned how they could enhance patient and family centered care in their new role. PFAs also engage with current staff through educational sessions, posts on the nursing blog, and when delivering treats to staff working on the units.

## PFAs have collaborated with teams within the walls of the health system, as well as internationally, including:

Advance Care Planning Workgroup, Age-Friendly Action Community, The Beryl Institute, Maryland Primary Care Program, Board Quality and Patient Safety Committee, Breast Executive Committee, Falls Committee, Graduate Medical Education Committee, LEAD Academy, Medical Staff Peer Review

Committee, Mental Health and Addictions PFAC, MyChart Design team, NICU Quality Council, Nurse Peer Review Committee, Nursing Scholarship Committee, Oncology Operations, Oncology Patient Education, Oncology Quality Council, Open Notes, Patient Safety Committee, Performance Improvement,

Root Cause Analysis, Rewards and Recognition Committee, Rapid Improvement Events, Signage Committee, Stroke Committee, Surgical Services Patient Satisfaction Improvement Committee, Visitor Management System Task Force, Women's and Children's PFAC, What Matters Focus Groups



Interested in learning more about AAMC's Patient and Family Advisory Council or the Patient Family Advisor role?  
Contact Monica Mewshaw at [mmewshaw1@aahs.org](mailto:mmewshaw1@aahs.org).

