



SITEMAN ONCOLOGY PFAC

2018-2019 METRICS

NOVEMBER 13, 2019

PFAC Demographics

20 Active Council Members

- 11 Patients
- 2 Caregivers
- 7 Staff
- 3 e-Advisors (Staff and patient)
- Gender Representation
- 17 Female
- 3 Male

PATIENT DEMOGRAPHICS (FROM 2016)

Age at Diagnosis:

60-69 – 31%

50-59 – 23%

70-79 – 18%

40-49 – 10%

30-39 – 536 patients

20-29 – 249 patients

Gender Total patients: 9665

Male: 4437

Female: 5227

Transsexual, natal female: 1

Race:

White: 8162

Black: 1299

Asian: 87



2018-2019 Goal and Metric

Goal: Increase awareness of PFAC and Engagement

Action Item: Be intentional on recruiting more diverse members (Race, gender, diagnosis, age, etc)

Metric:

6 new members added (Janet, Sharon, Melanie, Christine, Amy, Sandy)

Diversity includes race, age, diagnosis

Opportunity to improve for 2019-2020: Discuss



Why Does Diversity of PFAC Members Matter?

**Diverse Voices Matter:
Improving Diversity in Patient and Family Advisory Councils**



Diverse experiences

- Healthcare disparities – research shows that racial and ethnic minorities receive poor quality care and access to services in healthcare

Wider Range of Views

- We need to look like the Siteman patient population to represent them

Other Differences to consider

- Sexual orientation, financial situation, physical abilities, mental? What else to consider?



2018-2019 Goal and Metric

Goal: Increase awareness of PFAC and Engagement

- **Action Item:** Develop and track meaningful metrics of volunteer efforts by all PFAC

Metric:

- # of total hours tracked on volunteering at Siteman

172 hours YTD



2018-2019 Goal and Metric

Goal: Increase awareness of PFAC and Engagement

- **Action Item:** Document a marketing plan to standardize the publicity of Powered by Hope awards

Metric:

- # of times the marketing plan for Powered by Hope was followed vs. number of awards presented
- **Marketing plan followed for all 4 PBH Champion award presentations in 2018 and for all 11 awards presented thus far in 2019**
- # of Powered by Hope awards presented
- **2018- 4 awards presented**
- **2019- 11 awards presented to date**



2018-2019 Goal and Metric

Goal: Increase awareness of PFAC and Engagement

Action Item: Meet with 2 other PFAC groups at Siteman

Metric:

- # of times met with other PFAC groups
- **2018- 2 PFCAC meetings (community board)**
- **2019- 3 PFCAC meetings and collaboration with forming 3 more PFACs at BJH (ED, W&I and Community)**
- **December 2019 will meet with all PFACs for Holiday Party**



2018-2019 Goal and Metric

Goal: Increase awareness of PFAC and Engagement

Action Items Not yet implemented:

- Develop an evaluation tool for committees on the effectiveness of PFAC members (both ways)
- Develop a plan to address the situation when a committee may not be working effectively with a PFAC member
- Use of Siteman Facebook page to highlight a PFAC initiative, recruitment effort or member spotlight



2018-2019 Goal and Metric

Goal: Training and Engagement

Keeping Diverse Advisors

Engaged : How?

A study by Kaiser and colleagues found that a diverse focus group stayed in their program due to the **respect, good will, support, camaraderie,** and **fellowship** they experienced within the group and the **sense of service to others** they received from participating.



2018-2019 Goal and Metric

Goal: Training and Engagement

Action Item: Members participate in at least 3 Medical student panel interviews

Metric:

- # of members who participated
- **3 members participated in March for 1st panel**
- **Training for members provided and 2 meetings in which stories were shared and refined.**

Opportunity: Get to know all of our stories, more panels, - discuss



2018-2019 Goal and Metric

Goal: Training and Engagement

Action Item: Align each member with external committee or engagement opportunity

Metric:

- # of members who are participating in an external committee
- **9 members participating in external committees (Tim, Jean, Katie, Angela, Kathy, Teri, Christy, Barb, Melissa)**

Opportunity: Identify more areas needing PFAC reps, rotate members, other? Discuss



2018-2019 Goal and Metric

Goal: Training and Engagement

Action Item: Align each member with external committee or engagement opportunity

Metric:

of departments or groups within Siteman with whom PFAC has provided input

11 Total

- **Breast (Nov) Multidisciplinary Pilot**
- **(Dec) Jennifer Carron – Director of Patient Exp**
- **(Jan) Community Listening Session**
- **(Mar) Vital Talk discussion with Dr. Odom**
- **(Mar) Visioning Session for new ambulatory care building. 6 members participated**
- **May – Security**
- **June – Jennifer Carron and Christie Longnecker (What matters most?)**
- **July – Dr. White, Palliative Care**
- **Aug – Dr. Hageman on her grant with genetic testing**
- **Oct – Survivorship**
- **Nov - ICU**



2018-2019 Goal and Metric

Goal: Training and Engagement

Action Item: Internal Training on Being an Effective Advisor (using PFCC materials)

Metric:

- # All new members receive training on Being Effective Advisors
- **2018- 5 new members, all given PFCC training link**
- **2019- 9 new members YTD, given PFCC training link**
- All members receive updated training on being effective Advisors – **November 18 meeting, focus on Constructive Collaboration**



2018-2019 Goal and Metric

Goal: Training and Engagement

Action Item: Have PFAC leadership take the Facilitation Skills for leaders class offered at BJC

Metric:

of leaders who have completed the Facilitation Skills for leaders class

- **Mara Bollini completed – Nov 18**
- **Kathy Atwater completed in Master's class summer 2018**
- **Christy Fry Jan 2019**



2018-2019 Goal and Metric

Goal: Training and Engagement

Action Items not implemented:

- Develop onboarding plan for additional items beyond onboarding checklist
- Select 1 Advocacy Training Topic and use PFAC member to train group on selected topic



2019-2020 Goals and Metrics

- What do we want to focus on?
- PFCAC will have some set agenda topics for all PFACs
- BJC overarching goals – focus on Health Disparities

Past ideas

Review more patient facing material



Health Disparities

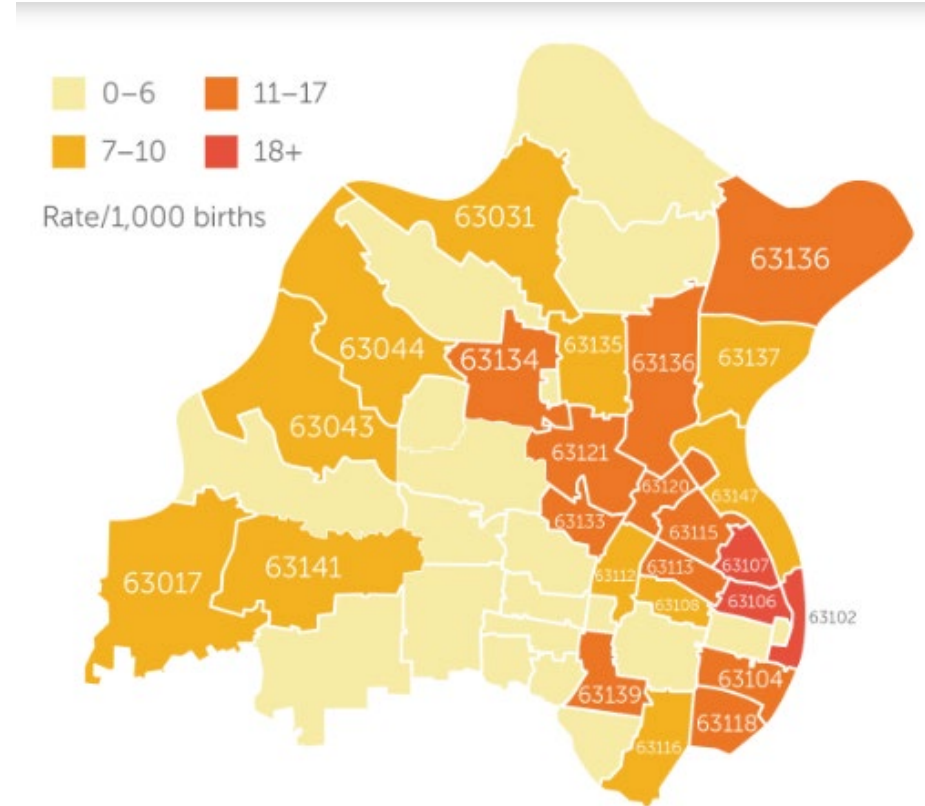
Barnes-Jewish Hospital Foundation

Executive Assistants Luncheon

September 11, 2019

Racial disparity in infant mortality

- Some St. Louis neighborhoods have infant mortality rates 3x the national average
- Black babies are 3x more likely to die than White babies in St. Louis
- Less than 10 miles from Clayton, there are neighborhoods with an infant mortality rate that is worse than some developing countries, like Uzbekistan and Vietnam



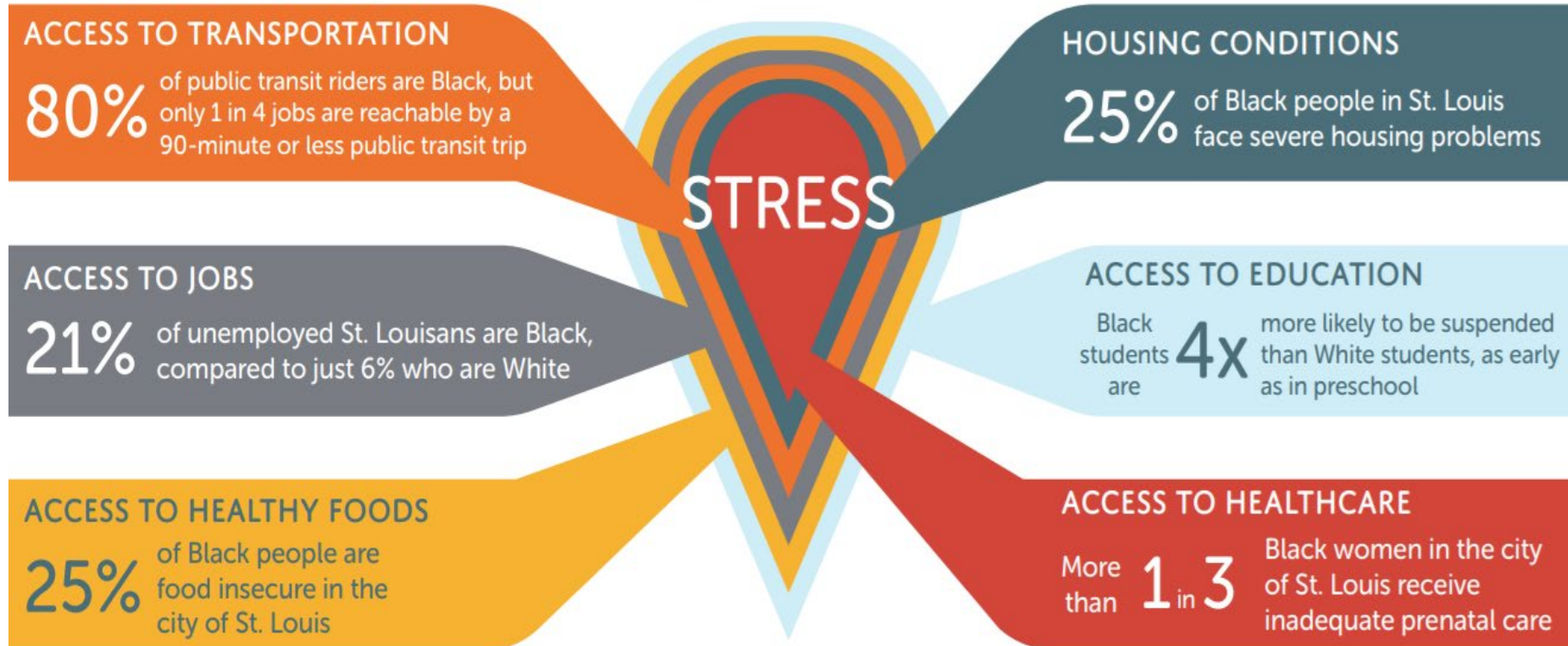
St. Louis infant mortality rates by zip code

A CRISIS IN OUR COMMUNITY

Black babies are **3x** more likely to die before their first birthday. The widening gap exists across every income and education level.

WHY ARE BLACK BABIES DYING AT A HIGHER RATE?

Racism and racial inequities across every area create toxic stress leading to premature birth, the leading cause of infant death.



Racial disparities in breast cancer outcomes

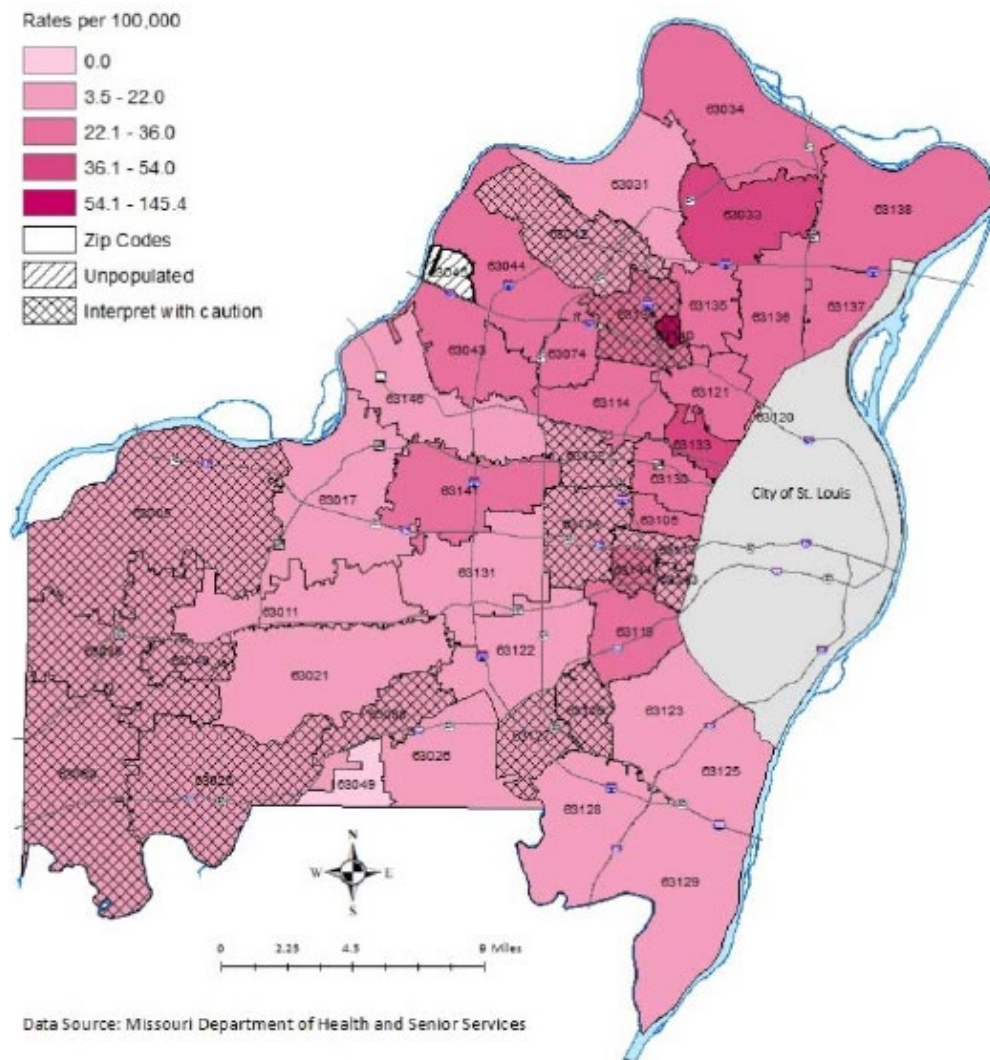
- African American women have a 40% higher breast cancer mortality rate compared to white women.

Underlying reasons

include:

- Stage at diagnosis
 - More aggressive biology
 - Timeliness of treatment
 - Adherence to treatment
- In St. Louis County, African American women have a mortality rate 90% higher than white women -- one of the widest in the U.S.
- Areas in North County where uninsured rates are high also have the highest breast cancer

Breast cancer mortality rates by zip codes in St. Louis County 2012-2016

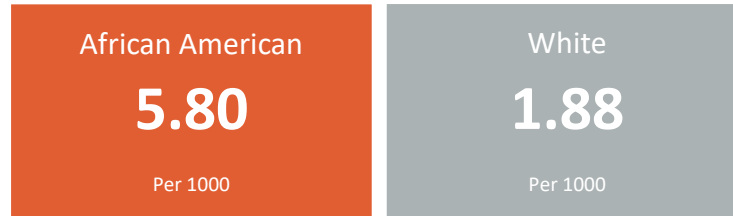


The Diabetes Epidemic

- More than **30 million people** in the United States have diabetes, and 1 in 4 of them don't know they have it.
- More than 84 million US adults—over a third—have prediabetes, and 90% of them don't know they have it.
- Diabetes is the **7th leading cause of death** in the United States (and may be underreported).

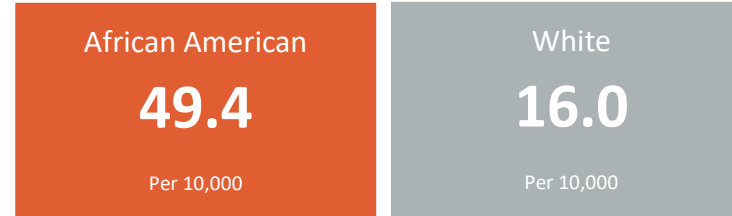
The Diabetes Epidemic

Table 2. Diabetes Emergency Room Visit, MO 2016



Adapted from
Source: MODHSS, Missouri Diabetes Report

Table 2. Diabetes Inpatient Hospitalization, MO 2016



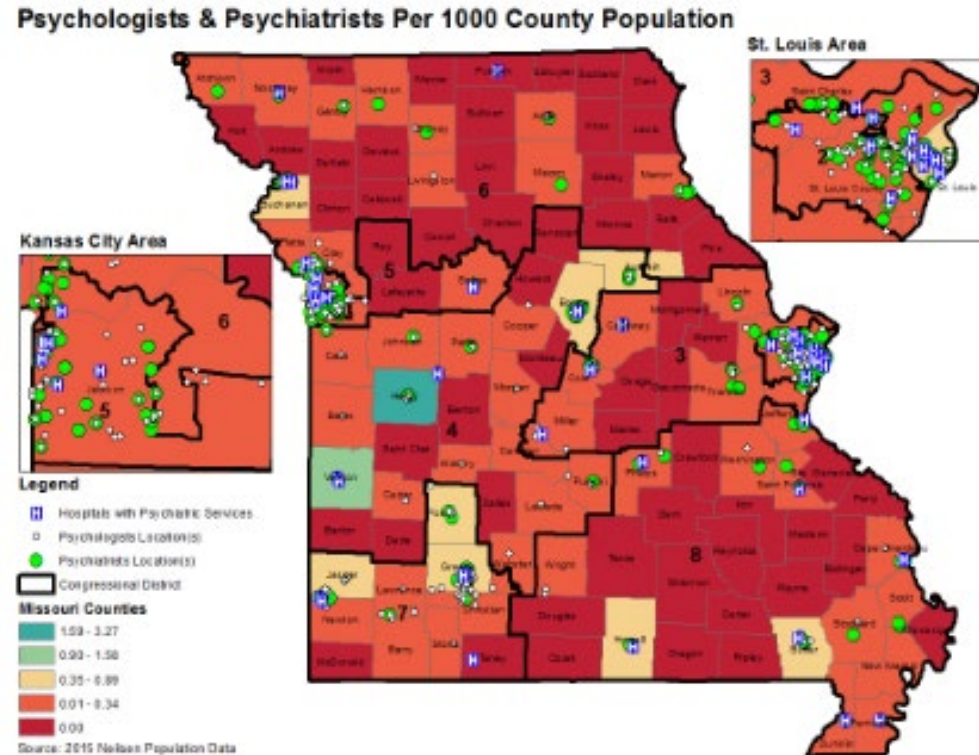
Adapted from
Source: MODHSS, Missouri Diabetes Report

ER visit and hospitalization rates for African-American patients is more than three times that of White patients

<https://health.mo.gov/living/healthcondiseases/chronic/chronicdisease/MissouriDiabetesReport.pdf>

Access to Mental Health Services in MO

- MO has 21.8% fewer psychiatrists & 13.8% fewer psychologists than the national average
- 65 counties have no psychologist & 50 counties have no psychiatrist
- ED utilization for mental health-related disorders increased 212% for MO managed Medicaid from 2008-2017



BJC 2024 Metrics

Customer Centric
(Sandra/Jerry)

- # of Service Venues in Top Quartile for Loyalty Measure (as measured by Net Promoter Score)
- Top Quartile of Weighted Avg. of Medicare Spending Per Beneficiary – Episodic
- Medicare Traditional – Attributed Lives
- Medicare Advantage – Attributed Lives
- BJC Employee Health Plan

Demonstrated Quality
(Clay/John)

- Preventable Harm Events
- Benchmarked Quality
- Patient Perceptions of Quality
- Employee Engagement Index
- Voluntary Turnover

Community Health Improvement
(Bob/June)

- ↓ Infant Mortality Disparity (per 1,000 lives)
- ↓ Breast Cancer Mortality Disparity (age-adjusted mortality rate per 100,000)
- ↓ Diabetes Management Disparity (Hgb A1c <8.0%)
- Behavioral Health - metric TBD

Scale / Scope
(Joan/Nick)

- Net Revenue
- EBIDA
- % of Population Share (Unique Population)
- % of Lives Under Value Based / Risk Contracts