

Patient- and Family-Centered Care: The Right Thing To Do

How Providence Medical Group
Gained Leadership Support

About Providence Medical Group

- Part of an integrated health system
 - System Alaska to California
 - Hospitals, Clinics, Outpatient Services, Home Health
- Large multispecialty group
- 600+ physicians
- Clinic locations throughout Oregon

Getting Started

- Finding a champion
 - Someone who has enough authority to get buy in and support
 - Someone who is passionate and knowledgeable about the role of patient and family advisors
 - Some who is persistent



My Leadership Objectives:

- Improving our patient's health care experience
- Involve our patients and families in decision making
- Become a Patient- and Family Centered Care organization

Initial steps.....

- This is a journey, timing is everything
- Inspired a vision of Patient- and Family-Centered Care
 - Met with PMG leadership, explained the PFCC model and how it directly related to our Mission and Vision
 - Applied and was accepted for Patient Engagement Network Grant
 - Attended Institute for Patient- and Family-Centered Care conference

Next steps.....

- Recruited Patient & Family Advisors at Provider leadership meetings
- Hired Program Coordinator for IPFCC to develop program components (interviewing, on boarding, training, scheduling)
- Meet & Greet Luncheon for new Patient & Family Advisors and Leadership

Program Coord. Role

- Critically important role for the success of the Advisory Council – if it is important we need to invest resources to make it successful
- Continually support and encourage Patient & Family Advisors, acts as a supervisor, coach and mentor
- Manage logistics of meetings and PFCC work
- Keep in compliance with Providence Health & Services Volunteer policies and practices
- Continually spread the word about PFCC and the PFAC

Program Coord. Role continued

- Spread the word about the Patient & Family Advisory Council (meetings, publications, etc)
- Collaborate with departments and create opportunities to bring PFA's into meetings, programs, and projects
- Work with leadership to encourage participation in meetings and projects

Leadership Involvement

- Leadership attends all PFAC meetings
(Regional Medical Directors, CEO, CMO, COO, Director)

“This is one of my favorite meetings I get to attend.”

– COO, Scot Gudger

“The advisory council is making amazing accomplishments. We need to have all our providers be exposed to what they’re telling us, because it’s transforming how we think about the care we provide.”

– CMO, Dr. Ben LeBlanc

Message from Leadership

Video from Dr. Siemienczuk,
Providence Medical Group's
Chief Executive Officer