

# Patient & Family Advisory Council

**“How did we get to where  
we are today?”**

**Patient & Family Advisors:**

**Jim Hutchins**

**Margie Turner**

**Sam Weiss**

# PFAC Recruitment and Orientation



- Internal Presentations to Providers
- Criteria for Patient Advisor Recommendations
  - Patient or family member of a patient of PMG
  - Collaborative nature
  - Able to share their story in front of a group – insights and information about their experience in ways that help others learn
  - Able to listen to and hear the perspectives of others
  - Can see ‘big picture’ – interested in and can see beyond their personal concerns and experiences
- Initial Contact from Program Coordinator

# PMG Patient & Family Advisory Council

April we had our first council meeting. We have 10 Advisors with 3 more seats currently being filled.



# Development of our Council

- Meet & greet luncheon: opportunity to meet other PFA's and PMG leadership – CEO, Director, Staff
- 1<sup>st</sup> Council Meeting: Orientation to PMG and roadmap for future and importance of the council involvement – Greg Van Pelt, Providence Oregon Region CEO
- Program Coordinator Engagement & Support

# Development of our Council Cont.



- Application and information form sent to those who expressed an interest
- Interview and screening process: Connected with Organizations Volunteer Manager to become certified volunteer program (HR paperwork, Criminal background check, etc.)
- Orientation to Providence Medical Group/Patient & Family Advisory Council

# Forming, Storming, Norming

- **Forming (First 2 meetings):** Introduction to each other; orientation to medical group; teambuilding exercises; team agreements established; finding our voices; time management.
- **Storming (3<sup>rd</sup> and 4<sup>th</sup> meetings):** Charter sub-committee and discussion; evolution of brainstorming process; continuing to find our voice; Google Group created to encourage dialog between meetings.
- **Norming (5<sup>th</sup> and 6<sup>th</sup> meetings):** Adoption of Charter; organized our focus; nomination and election of Co-Chair and Scribe; zeroed in on projects; comfort in working together.

# Contributions to Patient & Family Centered Care



- Development of a successful PFAC
- Bringing patient and family perspectives to leadership meetings
- Improving patient clinic experience
- Patient education review
- PMG website review

# Bringing patient and family perspectives to leadership meetings



- A Patient & Family Advisor started off the last 2 PMG New Manager and Supervisor Orientation telling her story and presented on the PFAC.
- Two Patient & Family Advisors came to the Patient Centered Medical Home Clinic Transformation meeting and presented on a project the council worked on, related to patient and family centered care.



## Bringing patient and family perspectives to leadership meetings

- Two Patient & Family Advisors came to the PMG Office Staff Supervisor meeting and answered questions on what they felt a Registered Nurses role was in the clinic setting.
- Two Patient & Family Advisors attending a leadership meeting on how to better manage patients with chronic conditions across the continuum of care.

# Development of a successful PFAC

- The development and adoption of the PFAC Charter
- Election of a Co-Chairperson and Scribe
- Participation in the Quality Corp Patient and Family Engagement Patient Family Advisor Learning Network Conference
- Participation in webinars about Advisory Councils and about PCMH

# Improving patient clinic experience



- Three videos have been filmed interviewing Patient & Family Advisors directly following their clinic appointment.
- Two have been visits with their Primary Care Provider, and one is as a Family Advisor and her experience going to her mother's Primary Care Provider visit.
- These videos are incorporated into meetings, and used in employee training opportunities.

# Patient education review

- Two Patient & Family Advisors attended a Diabetes Education course as “secret shoppers” and provide feedback on their experience.
- Diabetes and Influenza materials have been reviewed by the Patient & Family Advisors prior to going out to our patients.

# Patient education review

- Patient & Family Advisors answered questions about a “Chaperone Policy” and reviewed the poster that will be put in the clinics informing patient and families on the policy – outcomes still on process.
- Patient & Family Advisors reviewed a Heart Failure tool given to patients to assist them in knowing when to call or access the Emergency Department based on their symptoms. Changes include: language, visual design, and overall meaning and objective to the tools use.

# PMG website review

- A Patient & Family Advisor found misleading information on the website about provRN, a medical advice line, which as a result was changed to reflect the accurate information.
- Three Patient & Family Advisors are reviewing parts of myProvidence, a secure patient portal with a variety of functionalities which include emailing their care team, scheduling appointment, review and pay medical bills, etc. Changes to the portal will be made to reflect the patient's input.
- Reviewing an online tool, InfoRx, and will help with feedback to assist in the success of the program.

# A message from PMG CEO

- Interview with Dr. Joe Siemienczuk

# What we are working on

- **After Visit Summary:** Increase provider participation and educate patients on the tool
- **Before Visit Preparation:** Create a list of topics/questions to bring with you on your visit with your provider
- **provRN:** Education and awareness for all PMG patients
- **Orientation to PCMH**
- **Developing New Employee Training on PFCC**



# Projects in Progress

- **PFAC Logo:** To be included on materials reviewed by the council



# What we will be working on

- **Clinic Design:** Assist business development team with a clinic design to be used for future clinics, and remodels.
- **Presentations:** Tell story and provide patient feedback at various PMG meetings.
- **Educational Opportunities**
- **Project Sub-Committees**

# Hours Served by the Council

- So far, the Patient & Family Advisors have served over 530 hours!
- Using the Independent Sector's estimate of dollar value of volunteer time, that equals \$11, 320!

**“With Much More To Do!”**