

## In Memorial – Beth Gribbin, Patient Family Advisor, Palo Alto Medical Foundation

Adrineh Poulatian, Director, PAMF

It is with a heavy heart we announce Beth Gribbin, Patient Advisor, passed away earlier this month. Beth joined PAMF’s Patient Advisor Council in August 2012 and was the longest serving member on the Council. She was integral in promoting the Patient Advisor partnership with PAMF and Sutter Health. She enthusiastically and generously gave of her time, providing the voice of the patient in all that she did. She helped our organization become comfortable with having patients at the table, working with us in planning, strategy and decision making.

Among her numerous accomplishments are:

- ePROMs (electronic patient reported outcomes measures) project team member and one of three finalists for the Sutter Health 2018 President’s Award, see the [NewsPlus article](#).
- Management and Clinical Excellence (MCE) team member.
- Panel participant at Sutter Health Management Symposium sharing her story regarding access.
- Helped with the roadmap for My Health Online future endeavors, Urgent Care value stream and improvement and other design and improvement engagements.

Advisor colleagues, physicians and leaders enjoyed working with Beth. Here are a few of their comments:

*I will remember Beth’s passion for improvement, her generosity and sense of humor. Her generosity was simply astounding. I don’t think she ever said no. She always asked, “How can I help?” Her tireless advocacy for others embodied what it means to give back. Her legacy lives on in all work she engaged in on behalf of patients and their families.*

*She was so dedicated to the organization, giving selflessly of her time. She improved the patient experience for many through her work as a patient advisor.*

*Her insights and her keen ability to keep us centered on improving outcomes for our patients helped my teams to enhance our approach to patient engagement and redesigning clinical workflows. Countless patients have benefitted from Beth’s advice and spirit. Thank you Beth. I will miss you deeply.*

*I always appreciated her professional approach and sense of humor. We laughed together and also learned from each other. I shall miss her.*

*Oh, what a joy it was to know and work with Beth! She was our mentor, friend, colleague and such a gift to all of us. May we all remember Beth for all she shared so generously with others.*

Our gratitude to Beth for helping forge the path for patient engagement and partnerships. In her memory we will continue the work and further expand opportunities to bring patients and patient advisors to the table as our partners at every opportunity throughout Sutter Health.



Beth Gribbin Patient Family Advisor

## Patient Family Advisory Council Spotlight

The Alta Bates NICU Family Advisory Council has compiled stories written by members that will soon be published in to four newsletters to be distributed to current families who have children in the NICU. These stories highlight the personal experiences of the council members as well as informative articles on related topics such as breastfeeding. The goal is to inspire and support these families as they are going through their current NICU experiences. Great job!



## Patient & Family Advisors on the Move!



Modesto Memorial Medical Center December 13, 2018 PFAC Meeting. Left to Right: Lyn Shattuck PFA, Rita Bawanwan Merzoian PFA, Maggie Hubbard Patient Experience Coordinator, Teresa Pitts PFA, Carlo Jimenez, RN Manager



PFCC Partners Conference, February 4, 2019  
Pictured on the right: Mary Schramke PFA spoke about her experience as an advisor on a CMS sponsored project to improve quality measures in nursing homes.



Joe Connell, PFA presented with Lindsey Bourne and Libby Hoy from PFCC Partners at the Institute for Healthcare Improvement in Orlando, Florida, December 2018



Joe Connell (3rd from the left) speaking on a panel with Sarah Krevans Sutter Health CEO at Silicon Valley Game Changers in September 2018.



Attending the PFCC Partners Conference in Los Angeles February 4, 2019: Soumitra Gaopande PFA, Morgan Horwood, Project Coordinator, Mary Schramke PFA, Joe Connell PFA

## Welcome to Bryanna Gallaway!

Bryanna Gallaway is the new Director of Patient and Family Engagement within the Sutter Health System Office of Patient Experience. She is responsible for leadership of the Patient and Family Advisor Program, Patient Experience measurement and reporting, and Patient Experience improvement communities.

Bryanna has been a leader in patient experience within Stanford Health Care's Service Excellence team for the past six and a half years. Her role included the strategic development and deployment of patient satisfaction data collection and performance improvement initiatives related to that experience data, from complaint and grievance management to recognitions and celebrations. Bryanna also focused on effective and compassionate communication and service standards. In addition, she held responsibility for the Volunteer Resources and Patient & Family Partners team, engaging over 1,000 volunteers in meaningful opportunities across Stanford Health Care.

Bryanna has a master's in Public Administration and Health Services Administration from the University of San Francisco, is a Certified Patient Experience Professional (CPXP), and is passionate about improving the human experience through partnership building, problem solving, celebration and continuous culture change.

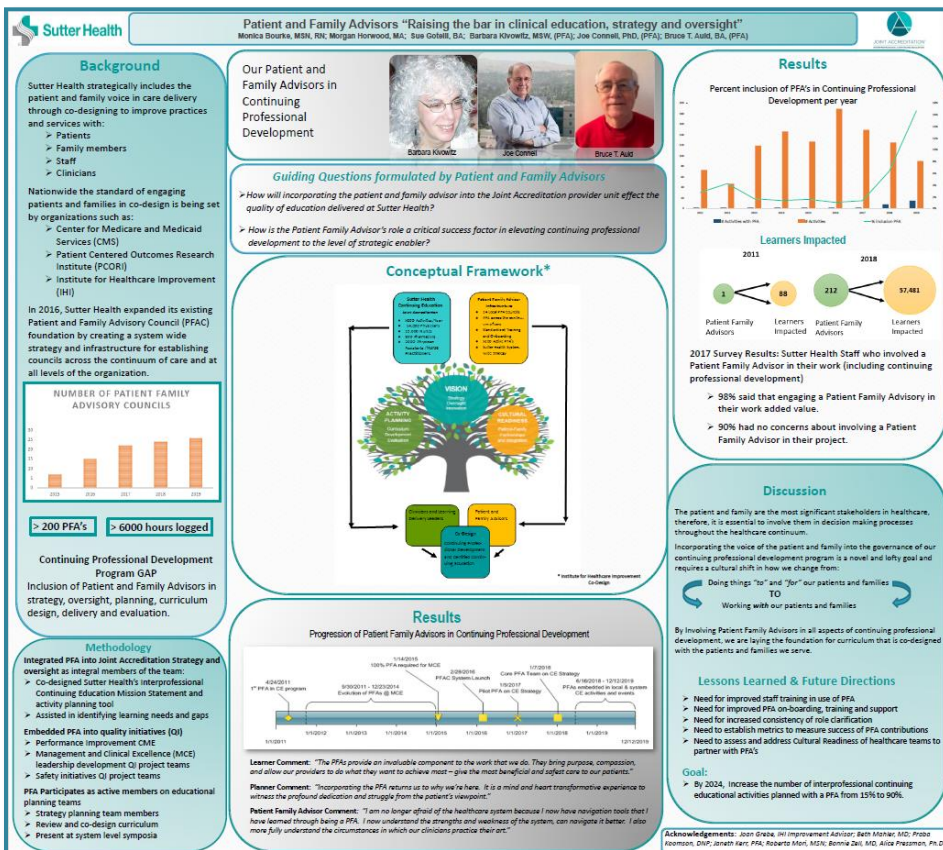


Bryanna Gallaway  
Director, Patient Family Engagement

## Patient Family Advisors & Continuing Professional Development (CPD)

In 2011 PFAs became involved in staff training and CPD in their involvement in the Management & Clinical Excellence program. Since then involvement in these kinds of activities has grown exponentially. In 2018, a core group of PFAs: Barbara Kivowitz (San Francisco), Bruce Auld (Sacramento), and Joe Connell (Castro Valley) began working with Monica Bourke, CPD Program Manager from Sutter Health University, on advising the joint accreditation strategy and oversight of CPD activities.

In February 2019 Monica Bourke represented us to present the poster on the left about the inclusion of Patient Family Advisors in to Continuing Professional Development at Sutter Health at the Society for Academic Continuing Medical Education at their annual conference!



Poster Titled: Patient and Family Advisors: "Raising the bar in clinical education, strategy, and oversight."