

## Project Highlight: Sutter Davis Hospital

*Management and Clinical Excellence (MCE) is an intensive four-month training and leadership development program for teams of Sutter Health employees who work on clinical or administrative process improvement projects. Teams going through this program include a Patient Family Advisor (PFA) in their membership. Here is a snapshot of the project as told first by JJ Bodioga, RN at Sutter Davis Hospital (SDH) and Annette Raley, the PFA on their team:*

“Our project studied ways to improve wait times in the Emergency Department (ED) surrounding the discharge process. Once the doctor decides an ED patient should go home, it was taking us 20 minutes to actually allow them to leave.

“Annette came to every meeting with leadership to discuss ideas on how to improve discharge wait times. She gave us insight and feedback into what it was like to be a patient ... all the waiting. Annette also did time studies and observation in the ED to determine if some of the ideas we came up with improved wait times.

“We are still studying discharge wait time improvements but believe that with Annette’s contributions we will be able to change some of our processes and shave at least 10 minutes off wait times. Having Annette present as a resource helped our healthcare team consider all sides of the problem. We focused on more than just data, we were reminded constantly of the human side of an emergency department visit. Annette was a constant reminder of how important it is in healthcare to surround decision making around the patient.”

**- JJ Bodioga, RN**

“I thoroughly enjoyed working with JJ Bodioga, Chelsea Ryan and the rest of the Sutter Davis Hospital Emergency Department (ED) MCE team. I was never seen as an outsider, rather as an equal contributor providing the perspective of a patient/caregiver. For me, it was personally gratifying to have my recommendations and opinions acknowledged.

“I have to admit – initially I was hesitant to become involved in an MCE project. On the surface, most appear complicated and time consuming. However now, I highly recommend every PFA volunteer, even if only once. The reward of participating in a ‘behind the scene’ project is an invaluable experience.

“The project enabled me to participate in an experiment that allowed me to view a small snapshot of the staff’s policies and procedures in the Emergency Department from literally the other side of the bed. What an opportunity!

“I want to thank not only the MCE team, but the Sutter Davis Hospital ED staff. Their commitment to participating in a project that benefits patient care and experience is truly inspiring.”

**– Annette Raley, PFA**



*Thank you to all who attended our first PFA Summit. Staff and PFAs from across the system were able to share and learn from each other. We hope to hold this kind of event again in 2018.*

## 2017 Year in Review

2017 has been a phenomenal year of growth and development. We added six new PFACs to our ranks and have integrated PFAs in to more of the organization. We have seen our advisors grow – becoming more knowledgeable about the ‘behind the scenes’ operations of Sutter Health and developing skills such as storytelling which they have used to share their powerful personal stories with staff at hospitals, clinics, and system-wide committees.

We have had the opportunity to share the partnership between staff and PFAs to statewide, national, and even international audiences. It has been our privilege to represent your commitment and passion, and we are looking forward to what the next year will bring.

## Edna Shochat, Patient Family Advisor, Palo Alto Medical Foundation

I have been a patient of PAMF for over 20 years and a member of its Patient Advisor Council since 2012, following a journey through breast cancer. As a Patient Advisor I have had many opportunities to share my stories with clinical and administrative staff of Sutter Health at a number of events.

While undergoing chemotherapy, I joined a writing therapy support group where I discovered the joy of poetry. I continue to use poetry to document and reflect upon life experiences – particularly those relating to physical and emotional wellbeing. A small collection of these are included in a booklet titled “After Visit Summary – Poems by a Patient of PAMF”.

## Seventy-One Years

October eight. Another birthday.  
And I feel much younger than I did last year  
(three months post chemotherapy)  
when people said I didn't look seventy  
yet I did not feel a day under ninety.  
They remarked on my newly grown hair:  
How very “stylish.” And I thought  
“There's got to be an easier way  
to become chic.”

Today they asked:  
“Will you be doing anything special?”  
Absolutely. And I did –  
all the most ordinary things:  
Change the linen on my bed,  
buy organic greens and a quart of skim milk  
at Trader Joe's.  
Seize every hour of the day,  
every ounce of my newfound energy.  
Embrace my newly reclaimed existence.  
Savor the delicious taste of absence of pain.

Never would I have imagined there could be  
a comfortable self-image beyond breasts.  
A sense of lightness rather than loss.  
Still, there's got to be an easier way  
to shuffle one's priorities in life.

Edna Shochat, October 8, 2012



## Did You Know?

Sutter Health's Patient and Family Advisory Councils have one goal: creating a nurturing and respectful care experience that involves listening, understanding and supportive guidance. Across Sutter Health, they have helped support **300 process improvement projects** aimed at helping the patient experience with **169 Patient Family Advisors** and over **3,000 hours** of service.

The Office of Patient Experience shared the work of our Patient Family Advisors in three forums:

- Planetree 2017 International Conference on Patient-Centered Care, Baltimore, MD, October 15-18
- Hospital Quality Institute 2017 Annual Conference, Monterey, CA, November 1 -3
- Next Generation Patient Experience Conference 2017, San Diego November 28-30