

Patient Family Advisory Councils (PFACs) Rollout Across Sutter Health

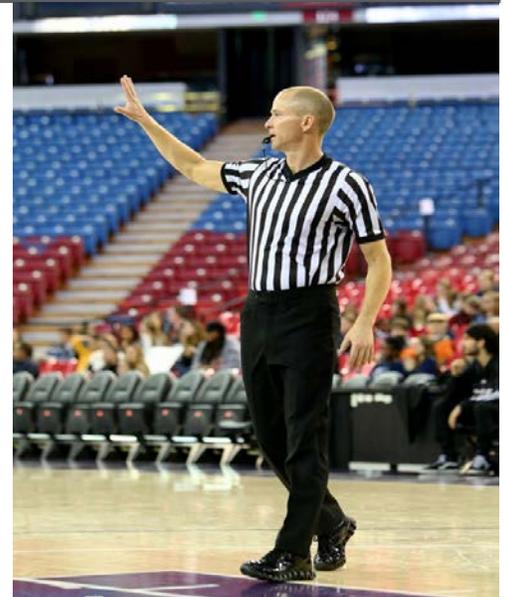
In January 2016, Sutter Health's Office of Patient Experience (OPE) launched its plan for developing PFACs to enhance patient and family engagement across the entire Sutter Health system. The PFAC strategy includes a guided, evidence-based implementation program to help care teams develop skills and processes for working in partnership with patients and families to improve care quality, safety, and experience. The first cohort of 8 inpatient Sutter Health affiliate teams kicked off in February. These teams are currently busy recruiting their first group of PFAs. At the vanguard, is Sutter Amador Hospital who has already recruited 6 PFAs! Cohort II launched in late June and includes both inpatient and ambulatory care teams. They are currently developing their PFAC vision statements and charters. By the end of 2016, Sutter Health will have established 17 new Patient Family Advisory Councils, with two additional PFAC cohorts set to launch in 2017.

"I so appreciate all the Sutter teams working hard in the Gateways Program to develop impactful and sustainable Patient Family Advisors Councils (PFACs). This is important work, which will build a culture of partnership across the Sutter Health System. These teams are pioneers, paving the way for the entire system, what an honor to work with such dedicated healthcare professionals!"

~ Libby Hoy, Founder & CEO
Patient & Family Centered Care Partners (PFCCP)

PFA Learning & Participation Opportunity

Project teams for the next cohort of Managing for Clinical Excellence (MCE) program are currently recruiting patient family advisors to participate in their project work that will begin August 18th and end November 12, 2016. This classroom-based leadership development program brings together leaders from all parts of Sutter Health to gain insight in and appreciation of the diverse skill sets needed to deliver quality health care. Participants are equipped with skills to create synergy in their approach to process improvement. Some of the teams may be reaching out directly to the site Patient Family Advisory Councils to request patients for these projects. This is a great learning opportunity and Patient and Family Advisors (PFAs) are invited to attend any of the training and learning sessions, which are held at the Green Valley Center in Fairfield. For more information on MCE, contact Roberta Mori Morir@sutterhealth.org



Patient Partner Spotlight: Mark Henrikson

Mark Henrikson, a new PFA recruit for Sutter Center for Psychiatry (SCP), recently shared his inspirational mental health story at the quarterly **Office of Patient Experience** staff meeting. Mark discussed how the mental health services and staff at SCP helped him take his life back from the harrowing grip of life threatening depression. Now that Mark is in recovery, he is passionate about giving back and providing hope to others who struggle with mental health issues. His story was timely as John Boyd, CEO for SCP Behavioral Health Services and Continuing Care, spoke next about Mental Health and Addiction Care, outlining the future for mental health services at Sutter. Thank you, Mark, for sharing your story – you touched everyone in the room and we look forward to working with you.

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End of Life Option Act

End of Life Option Act took effect in California on June 9, 2016. California is one of five states with an assist-in-dying law. California's law is closely patterned after Oregon's, which became law in 1998. The new law allows certain terminally ill patients to request a prescription for an aid-in-dying drug. Requirements include that the patient must be: 18 years or older, a California resident, able to make decisions on their own, and able to self administer the drug.

Sutter Health's position is to support our physicians in having end-of-life conversations with our patients that include all end-of-life options. The End of Life Option Act is one option. Other options include: palliative care, hospice, home health and AIM.

Roberta Mori and Bryan Gardner have been meeting with Patient Advisory Councils to discuss the new law and have received some great feedback. Suggestions included: provide a call-in number for patients to get additional information not just a web link, and provide a pamphlet/brochure that contains information on the various end-of-life options.

We are recruiting two patients to include on the End of Life Option Act Communication team. If you are interested in participating on this project, please contact Morgan Horwood at HoorwM@sutterhealth.org

Upcoming Events for PFAs offered through Patient Family Centered Care Partners (PFCCP) (click links below for more information)

July 22nd at noon – [July Workshop - Patient Family Advisory Councils in Unique Settings](#)

Join us for PFCCpartners' July Workshop to learn from the experience of three teams establishing PFACs in unique settings: Ambulatory (AC0) Model, Neuropsychiatric Center and a Critical Access Hospital.

Learn the keys to utilizing the resources available in your organization to create a sustainable and impactful PFAC, no matter what healthcare setting you work in.

August 10th at noon – [PFA Network Call](#)

August 26th at noon – [August Workshop](#)

Are you interested in volunteering for additional patient family advisory opportunities?

Contact: Morgan Horwood, Patient & Family Engagement Project Coordinator

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Patient Family Partners in Action



Sutter Amador Hospital



California Pacific Medical Center



Sutter Medical Center Sacramento



Sutter Solano Medical Center



Sutter Center for Psychiatry



Sutter Auburn Faith Hospital



Sutter Health Santa Rosa
Regional Hospital



Sutter Roseville Medical Center



Patient & Family Engagement Team

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