

Spring 2018 Patient Family Advisor (PFA) Summit

In Sacramento on May 24, 2018, the Patient Family Engagement team was delighted to be able to host the second Patient Family Advisor Summit. We had a great turn out from councils across the Sutter Health system – from Modesto, Jackson, San Francisco, Palo Alto and everywhere in between.

Two of our senior leaders kicked off the day. First was Anna Kiger, Chief Nurse Officer, who acknowledged the input and the commitment of Patient Family Advisors. Our second leader was Bill Isenberg, MD and Vice President of Patient Safety who explained Sutter Health's plan to become a high-reliability organization in order to increase patient safety.

Next up, PFAC leads and members from Sutter Davis Hospital, Palo Alto Medical Foundation, Sutter Amador Hospital, and Sutter Roseville Medical Center share the journey of their PFACs, from how they were formed, to what they have achieved as well as lessons learned.

We finished the day with some interactive sessions on communication skills and a co-design to define the "patient experience" led by Scott Orr from Sutter Health University and Lindsey Bourne from PFCC Partners. PFCC Partners is the organization that led most of our staff through the process of setting up the PFAC at their organization, and they are still supporting our efforts to this day. Here is feedback we received from Lindsey:

"For me, hearing that advisors and staff worked together to co-design a definition of the Patient Experience at Sutter Health was, by far, the most powerful moment of the day. We discovered that the Patient Experience isn't just those one-to-one encounters with the health system, rather, a patient's entire health care journey."

Feedback that we received from participants was that they enjoyed meeting fellow Patient Family Advisors and hearing about the work that is going on across the system. We also heard that it was encouraging to hear from senior leaders in the organization and especially how much they support the PFA role. Thank you to all you came - you made the day special!

Sutter Davis Hospital PFAC members (from left): Robert Ralston, Priscilla Ivler, Sandie Lewis, Bill Powell, Joyce Harrison



Barbara Cimino PFA and Eileen Robertson RN, from Sutter Santa Rosa Regional Hospital at the PFA Summit.

What Is Co-design?

During the PFA summit we did a session to co-design a definition of the patient experience with our staff and our advisors. As the Institute for Healthcare Improvement states:

"Co-design involves the patients in the design process and works with them to understand their met and unmet needs. Patients then help the health care design team come up with different opportunities and test them to determine their desirability and feasibility in practice. This enables us to incorporate the patient perspective directly and immediately." (Bhatnagar, 2017) There are many resources on how to do this in your organization to help grow the influence and integration of your Patient Family Advisory Councils. Please reach out to Morgan Horwood for more information.
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Conference Highlight: 8th International Conference on Patient- and Family-Centered Care.

Morgan Horwood, Project Coordinator Office of Patient Experience

On June 12, 2018, I had the honor of attending and presenting at the International IPFCC Conference in Baltimore, Maryland. This conference featured over 100 presenters and posters by other health systems in the US such as Stanford and Johns Hopkins health system, Canada, and the UK. The main themes of the presentations were:

- Health equity through Partnerships
- Role of Leadership to support Patient Family Centered Care and Patient Family Advisor involvement
- Patient and Family Advisor partnerships in patient experience improvements, research, and quality improvement in both primary and inpatient care.

I presented Sutter's journey to create a system-wide infrastructure of locally run Patient Family Advisory councils. I was lucky enough to be able to present with one of our PFAs, Diane Goodman, who shared her personal story about why she became a PFA and the work to which she has contributed at Sutter. She has worked on clinical guidelines and patient education for diabetes and hypertension for the system as well as projects at hospitals such as SMCS and CPMC. My main takeaways from this conference:

- The concept of Patient Family Advisors is not controversial or as novel as it was a few years ago when I attended this organization's conference. Few felt the need to explain WHY PFAs are needed, it was more about HOW to effectively engage PFAs in important improvement work.
- The system standards that we developed for this work, the way we collect data, and the network of PFACs at Sutter is unique and in some ways makes us leaders in this field.

Thank you all for the work you do. It was an honor to represent all of you.



Data Update from Roberta Mori, Director of Patient Family Engagement, Office of Patient Experience

“Thank you all for logging your hours on VicNet!

As of June 2018, Patient Family Advisors have logged over **4,500** hours of volunteer work since February 2016. This is a monumental achievement and a testament to your dedication and passion for this work.

A special thank you to all of us at Sutter Health to our Patient Family Advisors to help us see what we cannot see and to continuously improve. We can't do it without you!”