

## Sutter Roseville Medical Center Joins the Growing Network of Patient Family Advisory Councils at Sutter Health

Sutter Roseville Medical Center (SRMC) began a Patient Family Advisory Council (PFAC) in September 2016 under the leadership of Gail Fischer (Chief Nurse Executive) and Jessica Brest (Cancer Services Supervisor & Patient Satisfaction Program Administrator).

Following the path of other PFACs, SRMC established its vision statement and finalized its charter. Members then got busy providing assistance to a remarkable variety of projects including:

- A Management and Clinical Excellence (MCE) project on reducing readmissions for sepsis.
- The SRMC design for growth project.
- QR Code creation and finalization of wording on signage and flyers in order for patient and families to provide live feedback during hospital stays.
- Redesign of the content and design for communicating information on medication side effects.
- Reviewing and making recommendations for a Chemotherapy Education Handbook developed for patients receiving their first inpatient dose of chemotherapy.
- Helping to finalize a Quiet Kit, to be rolled out this month, to improve the patient experience by reducing noise and providing extra comfort for patients.

And the SRMC PFAC is just getting started!



Pictured: Jessica Brest, Carrie Burchfield PFA, Pat Keller PFA, Tamra Kelly, Indrajit Dave PFA, Sue Chambers, Phyllis Lyons PFA, Kris McNeil, James Stafford PFA

If you are interested in learning more about the SRMC PFAC please contact us at [patientfamilyengagement@sutterhealth.org](mailto:patientfamilyengagement@sutterhealth.org)



*Introducing the logo for Patient Family Engagement at Sutter Health in the Office of Patient Experience.*

## Patient Experience Standards

The goal of the Office of Patient Experience is to unite and support teams to provide a consistently excellent and personalized experience for the patients and families we serve. Together, we create a culture of empowered and engaged patients and caregivers as we design and adopt best practices to deliver the highest quality patient care.

Under this umbrella the Patient Family Engagement Team lead by Roberta Mori, RN, MSN, we are committed to the following:

- Partner with our patients and families to provide an exceptional patient experience
- Engage Patient Family Advisors across our network to gain and learn from their unique perspectives.
- Lay the foundation for unified approaches that put patients at the center of all we do.

## PFAs Involved in Process Improvement Teams at Sutter Health

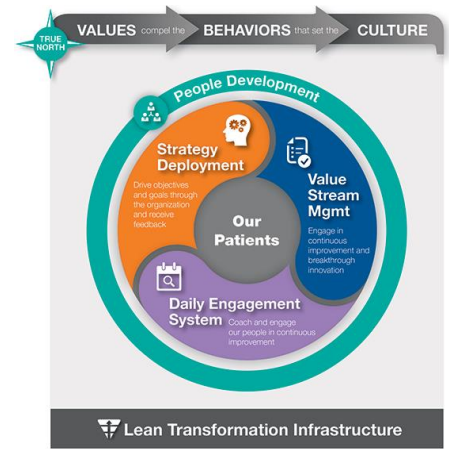
Lean is a framework and methodology for making improvements originally developed by the Japanese auto industry now being applied by Sutter Health. Lean emphasizes rooting out waste and looking for ways to add value to treatment services - critical to maximizing limited resources for patient care. PFAs across Sutter Health are becoming more involved in this effort in order to provide the patient and family viewpoint on Lean projects.

As a PFA participating in a Lean project, you will be part of a team of cross-disciplinary medical staff representing all aspects of a process. Working side-by-side with staff, you will receive “just in time” training and guidance from a Lean coach, who will facilitate the team’s progress from identifying the problem to working on experiments to find the solution.

One of the key principles of Lean is that the people who actually do the work are key to making improvements. The frontline staff leads the problem-solving process and management provides support. A tool used by Lean teams is the Kaizen, a Japanese word for “change for better” and is a 2 to 5 day event during which the Lean team directly observes the way work actually is done, identifies problems, and determines where there is waste. Experiments are carried out to test possible solutions. Refinements are continuously made until a solution is found. Following the Kaizen, a Daily Engagement System is created so that teams can practice rapid problem solving, make continuous improvement, learning is ongoing and striving for excellence remains the highest priority.

Sutter Health PFAs have participated in a number of successful Lean projects and events. These range from reducing readmissions to hospitals, improving hand hygiene and preventing falls in hospital units, to system-wide projects such as use of technology for communications and system-wide improvement strategies. We currently have a number of PFAs working on process improvement projects with the Management and Clinical Excellence (MCE) program. We will report about the work these teams have done in June.

In short, Lean is a process that promotes a culture of continuous improvement through planning, doing, studying and acting (PDSA), which encourages a sense of common purpose, respects the people who do the work, and maintains flexibility in making improvements through a regimen of activities that adds value to the care of Sutter Health patients.



### Lean Terms:

**A3:** a single sheet of paper outlining the problem, the analysis, the experiments, and the action plan used as a problem-solving tool;

**5 Whys Analysis:** asking *why* repeatedly when a problem is encountered in order to discover the root cause of a problem;

**Gemba:** (Japanese term for “actual place”) going to the work yourself as it is being done;

**Hansei:** the practice of looking back and assessing how a process or person can improve known as Japanese for “self-reflection,” which often takes place at the beginning of the second day of a *Kaizen* as a course correction;

**Waste Walk:** where team members “go to *Gemba*” (out to the care center or onto a unit floor) and observe a specific process to identify waste.

## April Is National Volunteer Month

We couldn't do what we're doing without the commitment of our Patient Family Advisors. Thank you for all that you do to bring the voice of patients and families to our improvement work. We look forward to honoring you all in April.

## Hold the Date

On **October 24, 2017**, we will be holding a Patient Family Advisor Summit. This will be a great opportunity for all Sutter Health PFAs to come together to share information and get to know each other, as well as excellent training opportunities such as:

- Storytelling
- Lean and process improvement
- Integrated healing arts

The Summit will take place in Fairfield. More details will be provided in the coming months. If you are interesting in being on the planning committee for this event, contact Morgan.

## PFAs on the Move

Since the beginning of the year, our PFAs have been involved in a variety of events and projects. One was the ICU Liberation Summit on March 10th where PFAs spoke to staff from across Sutter Health about their ICU experiences. We also had one of our new PFAs Hailey Hudson (pictured below with Don Wreden MD, Senior Vice President) speak to the Office of Patient Experience about her journey being diagnosed and living with a chronic disease. Thank you to all of you and we look forward to what the year ahead will bring.



## Patient & Family Engagement Team

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Special thank you to our wonderful PFA Gloria Woodlock for lending us her excellent writing and editing skills for this newsletter!

