

## Eight Sutter Health Hospitals Complete *Engage!* Program to Launch Patient Family Advisory Councils

Congratulations to the eight Sutter Health hospitals that recently completed the Engage! Program to establish Patient Family Advisory Councils at their care sites. Participating hospitals from Sutter included: California Pacific Medical Center, Sutter Amador, Sutter Auburn Faith, Sutter Roseville Medical Center, Sutter Medical Center Sacramento, Sutter Santa Rosa Regional Hospital, and Sutter Solano Medical Center.

Through the program, sponsored by the Hospital Quality Institute (HQI), participating hospitals developed and implemented a plan for bringing patient and family advisors on board as partners in care improvement efforts. Each participating hospital established an internal implementation team and followed Patient Family Centered Care Partners' five-step Gateways Program, designed to help build meaningful partnerships with Patient Family Advisors (PFAs). Steps included best practices for: recruiting, screening, selecting, and on boarding PFAs, as well as providing the resources and preparation needed to build effective partnerships for improvement.



This exciting milestone was celebrated at HQI's Capstone event, held September 16<sup>th</sup> at Sutter Health's Green Valley meeting center, where Sutter participants had the opportunity to collaborate and share lessons learned and best practices with other participating hospitals from across California. Patient Family Advisors, **Jan Kerr**, **Stan Santos**, and **Cathy Tylanda** joined Sutter Health teams for the event. **Don Wreden**, M.D., Senior Vice President for the Office of Patient Experience also spoke at the event, sharing Sutter Health's journey and commitment to continuously improving the patient and family experience.



### Patient Partner Spotlight: Cathy Tylanda

Cathy, PFA, who has congenital heart disease, had open heart surgery at Sutter Memorial Hospital in 2008. It was also at Sutter Memorial where she received a heart transplant in 2013, which she calls, "the ultimate gift."

*"There were a lot of complications with my new heart and I ended up spending two months in the hospital," Cathy said. "The amazing heart transplant team at Sutter Memorial got me through it all."*

### **What inspired you to become a Patient Family Advisor?**

Once I was feeling better, I started thinking that I would like to do some kind of volunteer work but I needed to find something that I was passionate about and I didn't know what that was. One day, I was at a Sutter Heart Transplant Support group and the social worker passed out information about the Patient Family Advisor program. I immediately started reading the handout and couldn't wait to wait to find out more about the position.

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## Featured Patient Family Advisory Council – Alta Bates

The Alta Bates Family Advisory Council (FAC) has been in place for over 5 years. They currently have three very active NICU graduate parents, with another two on sabbatical.

Some of the highlights of their efforts over the past five years include developing a brochure, “Facing an Early Delivery”, designed to be used by neonatologists when counseling parents who are expecting an extremely premature baby. This brochure--written by parents for parents--has been translated into Chinese and Spanish, and is handed out at every consultation.



Other notable projects include, the Alta Bates FAC webpage, which helps support fundraising efforts, raising over \$30,000 to support NICU families in need. Recently, many of their FAC members contributed to a beautiful book about Alta Bates’ NICU that included their photos and stories. Currently, one of the FAC members is participating in a project that involves 28 NICUs across the nation to provide the parent perspective regarding the risks and benefits of antibiotics in babies. The member is taking the lead with a small group to develop parent educational materials!

In addition to these projects, FAC members participate in a multitude of ongoing meetings and programs including:

- NICU Partnership Council
- Peer support groups and events
- Management and Clinical Excellence (MCE) projects
- Writing the FAC newsletter
- Presenting their stories at physician meetings in the region



Cathy Tylenda, PFA, at the SMCS Patient Family Advisor Orientation. Pictured (left to right): Tami Fandrei, Cathy Tylenda, Michelle Young, Jessica Bracy, Mark Henrikson

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It was exactly what I was looking for-- like the patient family advisor position was written just for me. I have more than enough experience as a patient and love to help improve the patient experience. It can be a very traumatic experience being in the hospital, so to help make that easier for future patients is an honor.

### **What types of projects/ programs have you participated in as a PFA?**

I have worked on many projects already and some of my favorites were advising on a new ICU Delirium brochure, a new brochure for anyone having surgery at Sutter Medical Center Sacramento, and a project to improve hand hygiene at Sutter Roseville Medical Center.

Currently, Cathy is working on a new project focused on fall prevention in our hospitals. We are so grateful for her time, participation and valuable perspective and insight!

## PFAs Join Management & Clinical Excellence (MCE) Teams

MCE is an intensive four month training and leadership development program for Sutter Health employees who work on a variety of clinical and administrative process improvement projects. To help fulfill the Sutter Health partnership promise to our patients and communities, the teams going through the MCE program have integrated a patient family advisor on each of their teams.

There are currently 18 teams going through the program. They are working on issues that cover a wide range of subjects from decreasing the length of stay in the hospital, sepsis prevention, hospital readmission rates, patient communication methods, and many more. This program will culminate in a presentation in November where the patient advisors are invited to participate. We look forward to sharing the successes of these projects and advisor participation as the team's progress with their projects.



### Patient & Family Engagement Team

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## PFAs Work With Ambulatory Care Quality Team to Review Health Maintenance Materials



Patient Family Advisors, who are members of the system-wide Sutter Health Patient Experience (SHPX) advisory council, are participating in a project to review and edit patient-facing health maintenance materials to ensure that health prevention information is easily accessible and understandable to patients and families.