

Patient & Family Centered Care

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Patient & Family Centered Care

PMG Patient & Family Advisory Council



What does the council do?

- Council meets once a month
- Time commitment: 2 year minimum
- Work on projects and programs that directly impact patient and family care
 - Medical Home Patient Orientation
- Collaborate with PMG leadership at every PFAC meeting

PFA Progress

- Intranet Site for PFAC – PFA bios and program information
- Patient Education Review – Diabetes poster, more to come!
- Story Sharing – New Manager and Supervisor Orientation , more to come!
- PFA Presentations – PCMH Transformation Meeting, SIG, more to come!
- Internet Site for PFA's – Communicate outside of council meetings
- Recruitment – growing the program



Patient & Family Advisory Council

All Sites

- Patient-Centered Medical Home
- Access
- Behavioral Health
- Care Transition
- Chronic Care
- eHealth
- SPCCT
- Patient & Family Advisory Council**
- Transformation Project
- Site Act

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- Patient & Family Advisor Program Information

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People and Groups

Patient-Centered Medical Home > Patient & Family Advisory Council

Patient & Family Advisory Council



Members of Providence Medical Group's Patient & Family Advisory Council represent the patient and family voice, and together with PMG leadership, providers, and staff, will help to improve health care experience of our patients. The council meets once a month to discuss important PMG programs and policies. Through sharing their experiences, insights and opinions about what works well and what needs improvement in the healthcare experience, they give us fresh insights on what it is like to receive services from our healthcare system.

Patient & Family Advisory Information

- Subject
- What questions do you have for the Patient & Family Advisors?
 - What are Patient & Family Advisors?
 - What does a Patient & Family Advisor do?
-

Calendar

- 6/27/2011 5:00 PM Patient & Family Advisory Council
- 7/25/2011 5:00 PM Patient & Family Advisory Council
- 8/22/2011 5:00 PM Patient & Family Advisory Council
- 9/26/2011 5:00 PM Patient & Family Advisory Council
- 10/24/2011 5:00 PM Patient & Family Advisory Council
- 11/28/2011 5:00 PM Patient & Family Advisory Council
- 1/23/2012 5:00 PM Patient & Family Advisory Council
- 2/27/2012 5:00 PM Patient & Family Advisory Council
- 3/26/2012 5:00 PM Patient & Family Advisory Council
- 4/23/2012 5:00 PM Patient & Family Advisory Council

(More Events...)

Program Updates

Type	Name
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What can a PFA do?

- Participate in the Patient and Family Advisory Council
- Participate on Sub-Committees
- On-line Advisors
- Story Sharing
- Short Term Projects
- Patient Education Review
- More to come!

More PFA Recommendations

- PMG patient (or family member of)
- Collaborative nature
- Able to share their story in front of a **group** – insights and information about their experience in ways that help others learn
- Able to listen to and hear the perspectives of others
- Can see ‘big picture’ – interested in/can see beyond their personal concerns/experiences

Questions?