

Patient & Family Advisory Council - Program Accomplishments

Updated 9/26/11

Bringing the Patient and Family perspective to PMG committee meetings:

- A Patient & Family Advisor started off the last PMG New Manager and Supervisor Orientation telling her story.
- Two Patient & Family Advisors came to the Patient Centered Medical Home Clinic Transformation meeting and presented on a project the council worked on, related to patient and family centered care.
- Two Patient & Family Advisors came to the PMG Office Staff Supervisor meeting and answered questions on what they felt a Registered Nurses role was in the clinic setting.
- Two Patient & Family Advisors attending a leadership meeting on how to better manage patients with chronic conditions across the continuum of care.

Patient & Family Advisory Council Program Development

- A group of 3 Patient & Family Advisors met outside of the council to develop the Charter for the PFAC.
- Four Patient & Family Advisors attended a webinar on "Applying Patient and Family Centered Strategies to the Development of Medical Home and Management of Chronic Conditions".
- Three Patient & Family Advisors are working with the education team on developing New Employee Training on Patient & Family Centered Care.

Patient Education Review

- Two Patient & Family Advisors attended a Diabetes Education course as "secret shoppers" and provide feedback on their experience.
- Diabetes and Influenza materials have been reviewed by the Patient & Family Advisors prior to going out to our patients.
- Patient & Family Advisors answered questions about a "Chaperone Policy" and reviewed the poster that will be put in the clinics informing patient and families on the policy – outcomes still on process.
- Patient & Family Advisors reviewed a Heart Failure tool given to patients to assist them in knowing when to call or access the Emergency Department based on their symptoms. Changes include: language, visual design, and overall meaning and objective to the tools use.

Improving the Patient Clinic Experience

- Three videos have been filmed interviewing Patient & Family Advisors directly following their clinic appointment. Two have been visits with their Primary Care Provider, and one is as a Family Advisor and her experience going to her mother's Primary Care Provider visit. All of these videos will be incorporated into meetings, and used in employee training opportunities.

Providing Input on PMG Websites

- A Patient & Family Advisor found misleading information on the website about ProvRN, a medical advice line, which as a result was changed to reflect the accurate information.
- Three Patient & Family Advisors are reviewing parts of myProvidence, a secure patient portal with a variety of functionalities which include emailing their care team, scheduling appointment, review and pay medical bills, etc. Changes to the portal will be made to reflect the patients input.

Development of an Effective Patient & Family Advisory Council

The development and adoption of the PFAC Charter; Election of a Co-Chairperson and Scribe; Participation in the Quality Corp Patient and Family Engagement Patient Family Advisor Learning Network Conference; Participation in webinars about Advisory Councils and about PCMH.