

## **Patient Advisory Council [PAC] Accomplishments 2008- May 2011**

### Patient Advisors influence before the PAC:

- Diabetes Redesign Team
- Medication Oversight Team
- Idealized Patient Experience at PHMG which informed the 5-year strategic plan

### Council Established in January 2008:

- Built important and respectful relationships with key leaders in PHMG and with each other
- Reached out to the community at large to bring their voices to the table- Questions That Matter, a series of questions that ask for patient/family perspective about important health issues/concerns and delivery of services
- Completed a major DVD project on Patient Safety, that has been used as a model of the impact of advisors across the nation and in Europe.
- Shown a willingness to learn, be curious and be GREAT partners in healthcare policy, services and approaches
- Provided input about RiverBend Pavilion wayfinding, amenities
- Provided input to Ethicist about the regional process of ethical discernment- as a result of his experience a patient advisor has been added to the system Ethicist Committee that meets quarterly
- Advisors have participated in the Regional Network of Care on the steering committee as well as the Breast Cancer Navigation Team Redesign
- Provided feedback to the University District Hospital Renewal about information being available to patient/families in common areas
- Created way to recruit advisors with advisors and was successful in adding diversity of gender and ethnicity
- Provided feedback to the upgrade of [www.peacehealth.org](http://www.peacehealth.org)
- Advisors are invited and attend quarterly All Provide Meetings
- Provided a panel of patients who shared their stories at the 2008 ADVANCE! Generating keen interest and interaction with the clinicians of PHMG
- Advisors serve on the Quality Committee for PHMG and liaison back to the PAC on issues
- Participated in the AHRQ Medication Management at Home grant as consultants on the study design, conclusions and suggestions about interventions to improve partnership 2007-2010
- PAC Chairs collaborated with hospital advisor at NICU to make recommendations in 2010 to the PeaceHealth Executive Team of Oregon Region on how to increase the use of advisors in helping improve the experience of care.
- Established an annual Patient- and Family-Centered Award to recognize and highlight examples of great practice at PHMG
- Promotes visibility of PAC and partnership with staff through random site visits to thank staff and presentations to staff meetings, OPS meetings, etc.
- Advisors providing feedback about wayfinding and artwork selection for UD-PHMG remodel/move
- Advisors connecting with Surgery Institute and wayfinding at the RiverBend hospital facility

### Influencing at the state and national level

- Provided feedback to the Patient-Centered Primary Care Home statewide taskforce. 2009 Added language to the standards that was from the patient experience. Has been adopted by CMS at the national level
- Provided leadership and were keynote speakers [Co-Chair Patty Black & Willa Reich] on June 8, 2010 for Patients and Family as Leaders Summit –
- Our PAC continues to participate in Quality Corporation Patient-Family Advisor Network and provide mentoring to new advisors throughout the state [ongoing since 2010]
- PAC Co-chairs [Patty Black & DeLeesa Meashintubby] attended April 2011 Face-to-Face Meeting for organizations receiving technical assistance to establish Advisory Councils[physicians, admin and advisor Leaders] to provide technical support to advisor
- IHI National Forum - Leadership Summit for Patient Activists and Partners in Quality and Safety Dec 2010. Attended by Patty Black, Co-Chair of PAC