

Patient and Family Advisory Council (PFAC)

2017 Year in Review

From Our Co-Chairs

This past year has proven to be productive for the UCHealth Memorial Hospital PFAC. The PFAC had the opportunity to provide the patient and family perspective on many patient-facing forms, Rapid Improvement Events, New Employee Orientation, Teams We Treasure, and many other projects listed below.

PFAC members are excited with the growth of the council. The PFAC has recruited new members who more closely reflect the population served by UCHealth Memorial Hospital. In the coming year, the PFAC intends to expand membership to individuals who can provide feedback regarding health literacy.

2017 Involvement and Collaboration

January

Communication Whiteboard Project
New Employee Badges

February

Rapid Improvement Event – Discharge Process
Crib Card Feedback

March

Informed Consent Form Review
Private Patient Form and Process Review
UCHealth Mobile App Review
Patient Guide Review
Grandview Hospital Tour

April

Patient Experience Week
Medical Star Transport Orientation

May

Discharge Lounge and Wayfinding Desk Area Input
Teams We Treasure Selection and Presentation Process
Nutrition Services Menu Review
UXCEL
Patient Rights Poster Review
Patient–Doctor Communication Survey from Marketing
Heart Walk Team



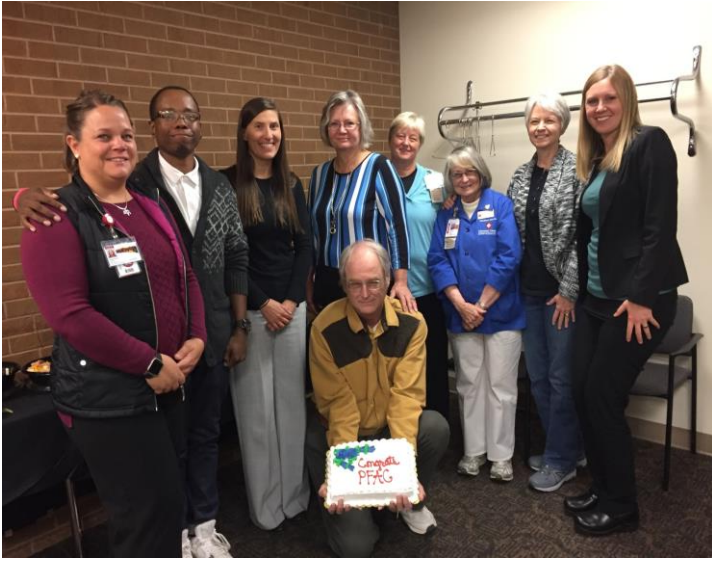
Daily Safety Briefing: Rapid Improvement Event (RIE) – Discharge Process. RIE team members included PFAC member, Sharon Douglas.



Tour of Grandview Hospital



2017 Heart Walk



Celebrating two years as a council! The UHealth Memorial Hospital PFAC was established in October 2015.

June

Public Narrative (Storytelling) Training
Antimicrobial Stewardship Collaboration

July

UHealth Memorial Hospital North Expansion
Oncology Brochure Review
Patient Guide Design

August

PFAC Picnic
Community Needs and Assessment Report

September

Billing Handout Project

October

Medical Star Transport Orientation
Dress Code Policy Review
Forms Review
PFAC Member Experience: GI Lab and Outpatient
Surgery Waiting Area

November

Community Co-Chair Election
Patient Guide Design Thinking Session

December

GI Lab & Outpatient Surgery Waiting Area Audits

PFAC Purpose Statement

The purpose of the PFAC is:

- To improve patient experience
- To provide patient-centered care
- To bring patients' needs and concerns to our health care and leadership teams
- To guide our priorities and planning for the future
- To further enhance our relationship between the hospital and our community

Our Members

Community Members

Markel Brown, Community Co-Chair
Sharon Douglas
Gordon Reichal
Melinda Reichal
Rosalinda Sanchez
Susie Scott
Nicki Skinner
Michael Upton

Staff Members

Yvonne Muise
Stephanie Upton, Staff Co-Chair

Executive Sponsor

Kay Miller
Jose Melendez, M.D.

Patient Experience Support

Experience Advisory Group
Office of Patient Experience



PFAC members participating in the Patient Guide Design Thinking Session