

Patient and Family Advisory Council (PFAC)

2018 Year in Review

From Our Co-Chairs

Stephanie Upton, Staff Co-Chair

I could not be more proud to have been part of this PFAC family. PFAC has provided feedback on so many important projects that have touched our patients and families. This year our council members were instrumental in the opening of the Patient and Family Resource Center and input on Patient Experience Week. I wish PFAC all the best in the future!

Kel Brown, Community Co-Chair

I think this past year was a good year for the PFAC. We got a lot of projects finished. We were consulted by many different groups on ways to better the patient and staff experience. It was also really good to meet in Denver as a system PFAC and see what other UCHealth PFACs are doing. Overall I would say it has been a great year.

2018 Highlights

January

- Collaboration with the forms committee
- Emergency department waiting room feedback

February

- Patient story at perioperative staff meeting
- Standards of Excellence focus

March

- Dress code policy review
- New Sodexo menu items
- Involvement on Memorial Hospital North expansion committees

April

- Fall prevention
- Dysphagia safety
- Radiological procedures consent form
- Wayfinding at Memorial Hospital Central
- Patient story at Emergency Medical Services orientation

May

- Consultation on UCHealth website



First annual UCHealth System PFAC meeting held at the Denver Broncos Training Facility



PFAC members tasting new menu items and providing feedback to Sodexo leadership



PFAC played an integral role in the opening of the Patient and Family Resource Center at Memorial Hospital Central

June

- Forms review
- Gastrointestinal process flow feedback

July

- First annual system PFAC meeting
- Patient and Family Resource Center opened at Memorial Hospital Central

August

- Memorial Hospital North campus expansion
- Experience Pillars focus
- NRC survey recommendations
- Collaboration with Antimicrobial Stewardship

September

- Birth Center staffing
- System Biobank project

October

- Registration feedback and consent
- Hand hygiene
- Sodexo menu review
- Briargate outpatient clinic aesthetics feedback

November

- Process Improvement project for scheduling and access

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

Ongoing Work and Collaborations

- Forms Committee
- Process Improvement
- Teams We Treasure
- Biobank Project Team (UCHealth System)
- Collaboration with Children’s Colorado PFAC

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 in 2018



Patient Panel during Patient Experience Week 2018