Sutter Health Patient Family Advisory Councils
A Commitment & Action Plan to Engage Patients & Families Across Our Entire Not-for-Profit Network

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Sutter Health at a Glance

- 52,000 Employees
- 5,000+ Physicians
- 24 Hospitals
- 30+ Surgery Centers

Patient and Family Engagement Program Vision:
Sutter Health is committed to providing a consistently excellent patient experience that goes well beyond healing illnesses and injuries. Our goal is to deliver a positive care experience that involves listening, understanding needs, and offering guidance in a nurturing and respectful way. This means that we consider our patients’ point-of-view when making decisions to ensure that care is truly responsive to the needs and goals of patients and their families.

Patient Family Advisory Councils at Sutter Health
To further enhance patient and family engagement across Sutter Health, the Office of Patient Experience launched a comprehensive strategy in 2016 to establish Patient Family Advisory Councils throughout our entire not-for-profit network, including inpatient, outpatient and home care settings. Sutter’s Patient and Family Advisors are volunteers who work in partnership with care site leaders, providers, and staff to collaborate on ways of improving the patient and family experience at their facility. Advisors share their experiences and unique perspectives to help identify areas where we are doing well and pinpoint opportunities for improvement. Specific activities may include:

- Providing input on practices and policies that patients and families find meaningful and useful in helping them be active partners in their care.
- Sharing insight to provide a fuller picture of the care experience than standard patient and family satisfaction surveys provide.
- Helping identify and implement ways to improve care quality, safety and experience for all patients and families.

Methodology
While Sutter Health had a few established PFACs scattered in various care settings, there was no standardized approach for developing, implementing and sustaining PFACs throughout our network of care. In addition, existing PFACs tended to be siloed and disconnected without a system-level strategy in place to support collaboration and alignment with system wide priorities.

In establishing a system-level PFAC strategy, our goals were to:

- Create a standardized approach for developing, implementing and sustaining PFACs throughout our network.
- Establish a structure that supports a ‘One Sutter’ view on patient experience
- Support connection and integration of PFAC activities across Sutter in alignment with organization priorities
- Streamline processes and leverage resources to reduce unnecessary duplication
- Support PFAC growth and stability

To accomplish these goals we implemented a program of evidence-based strategies to begin establishing effective system-wide collaboration with patients and their families as partners in care. Through this proven roadmap model, we:

- Established an internal PFA coordinator and team at each participating care site
- Guided and coached participating teams how to sequentially roll out steps of the organizational changes needed to successfully engage PFAs
- Developed and implemented a plan for bringing PFAs on board as partners in organizational and care improvement
- Provided guidance for establishing a cultural foundation that enables meaningful PFA partnerships
- Developed standardization process and resources for recruiting, selecting, and onboarding PFAs
- Provided communication and collaboration resources for ongoing sustainment of patient family advisory councils

YTD Patient and Family Advisory Growth Across Sutter Health

PFAC Growth Across Sutter Health

- Established PFACs
- Cohort 1 completes Engage Gateway Program to establish PFACs at their sites
  - California Pacific Medical Center
  - Sutter Auburn Faith Hospital
  - Sutter Auburn YMCA
  - Sutter Memorial Medical Center, Sacramento
  - Sutter Roseville Medical Center
  - Sutter Salinas Medical Center
  - Sutter Santa Rosa Regional Hospital
- Cohort 2 Gateway PFAC Program Launched - Expected completion: December 2016
  - Sutter Dills Hospital
  - Sutter Union Hospital
  - Sutter Good Samaritan
  - Sutter Health Package Experience (SHP
  - Sutter La Palma (undetermined)
  - Sutter Merced

Current State

Projected Patient Family Advisor growth through 2016

Projected Patient Family Advisory Council growth through 2016

Patient and Family Advisors in Action

New PFA Orientation at Sutter Roseville Medical Center
Sutter Medical Center, Sacramento Lean Wayfinding project with PFAs
MyHealthOnline team collaborating with PFAs
PFAs join Management for Clinical Excellence (MCE) process improvement teams