

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 Patient and Family Advisory Councils

- Alta Bates Medical Center NICU – Berkeley
- California Pacific Medical Center – San Francisco
- Eden Medical Center – Castro Valley
- Mills Peninsula Hospital Services – Burlingame
- Palo Alto Medical Foundation (Ambulatory) – Palo Alto/South Bay Region
- Sutter Amador Hospital – Jackson
- Sutter Auburn Faith Hospital – Auburn
- Sutter Care at Home Hospice of the Valley – San Jose
- Sutter Center for Psychiatry – Sacramento
- Sutter Coast Hospital – Crescent City
- Sutter Davis Hospital – Davis
- Sutter Delta Medical Center – Antioch
- Sutter East Bay Medical Foundation Ambulatory - La Fayette/East Bay Region
- Sutter Lakeside Ambulatory Clinic – Clear Lake
- Sutter Lakeside Hospital – Clear Lake
- Sutter Medical Center Sacramento – Sacramento
- Sutter Medical Center Sacramento NICU—Sacramento
- Sutter Medical Foundation Ambulatory – Sacramento/Sierra Region
- Sutter Roseville Medical Center – Roseville
- Sutter Santa Rosa Regional Hospital – Santa Rosa
- Sutter Solano Medical Center – Vallejo
- Sutter Health Patient Experience Steering - Sutter System

Sutter Health at a Glance

 52,000 Employees	 5,000+ Physicians	 24 Hospitals	 30+ Surgery Centers
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Patient and Family Advisor Program :

Sutter Health, a not-for-profit healthcare system in Northern California, embarked on a journey to establish a system wide Patient and Family Advisory Council (PFAC) structure. Through standard work processes and guided support, Sutter Health has established 21 Patient and Family Advisory Councils. These councils have recruited and on-boarded 162 Patient and Family Advisors and captured over 2,000 volunteer hours on 170 project and events focused on process improvement.

Patient Family Advisors Competencies

- Through partnership Sutter staff and Patient Family Advisors (PFA) partner to identify ways to improve care, quality and safety.
- Patient Family Advisors share insight to provide a fuller picture of the care experience. PFAs bring a representative voice, a teachable spirit and constructive collaboration to process improvement projects.
- This partnership creates a solution focused approach to allow our care teams to see what they cannot see and hear from our patients what matters to them.

Standard Work for Spread and Sustainability

While Sutter Health had a few established PFACs scattered in various care settings, there was no standardized approach for developing, implementing, and sustaining PFAC programs. In addition, existing PFACs tended to be siloes without a system-level strategy in place to support collaboration and alignment with system wide priorities. In establishing a system-level PFAC strategy we did the following:

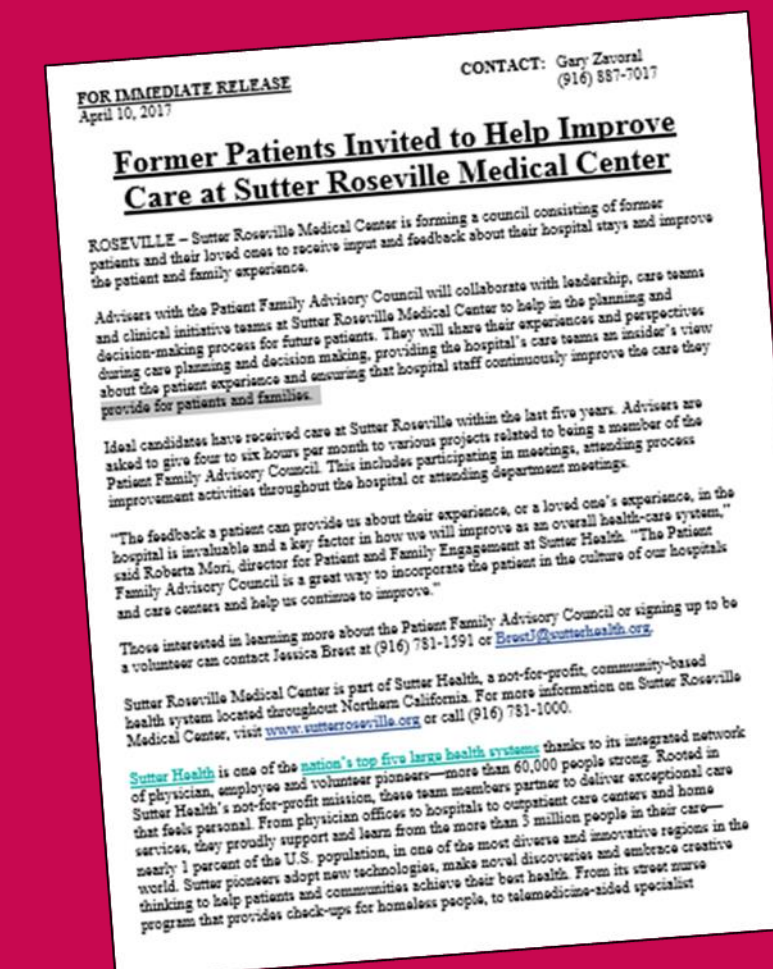
- Collaborative site and monthly meetings to connect teams and share best practices.
- Standard recruitment workflows, interview questions, screening, welcome letters and communication.
- System wide Orientation Handbook, training and onboarding process.
- Templates for local PFAC meetings, and proposed topics and system support.
- Web based PFA hour tracking tool.
- System processes for recognition and travel reimbursement.

Communications

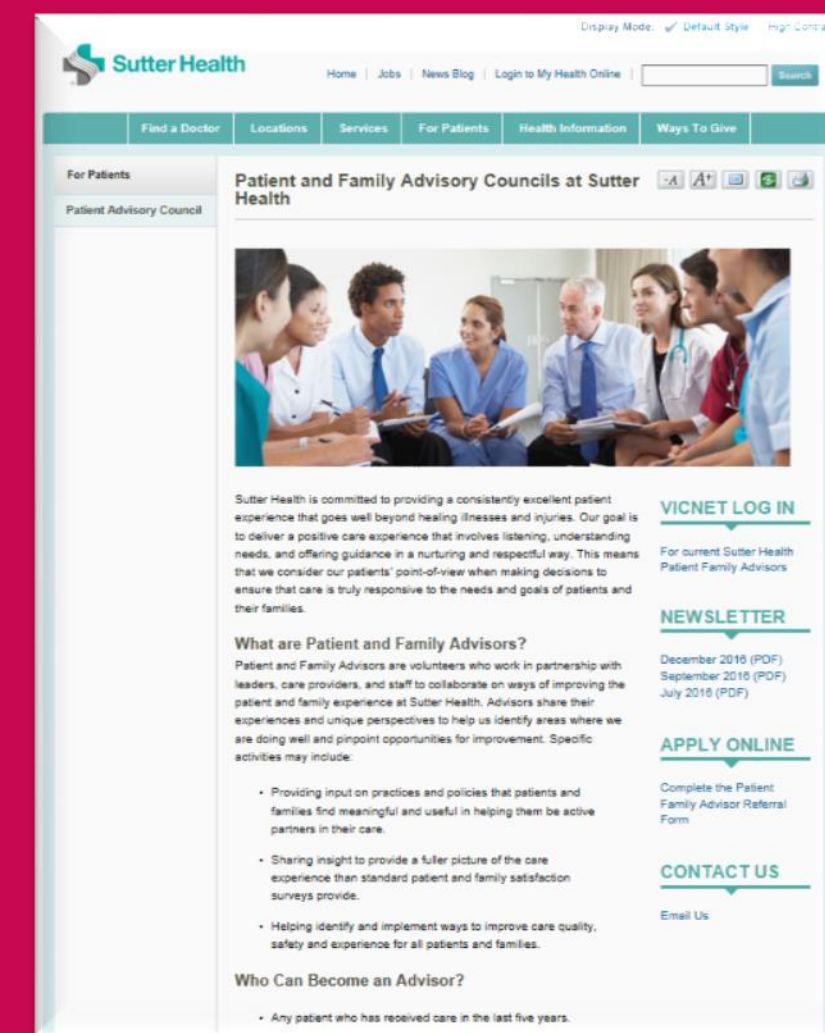
The Office of Patient Experience supports this work in part by facilitating ongoing communications for both internal and external audiences.



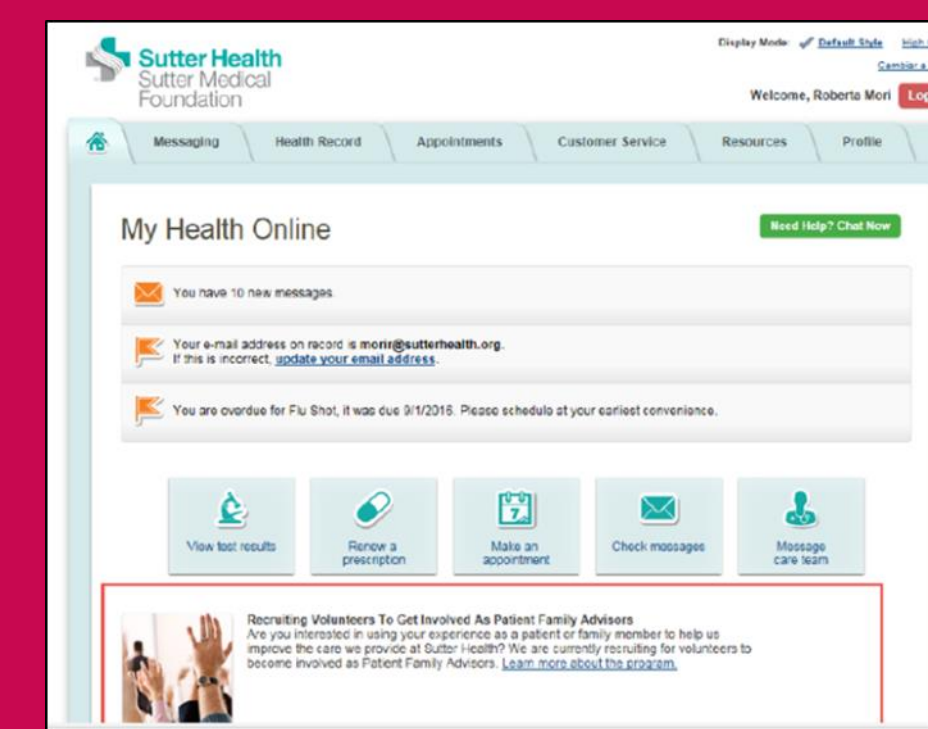
Social Media Posts



Press release for recruitment



Sutter Health PFA Web Page



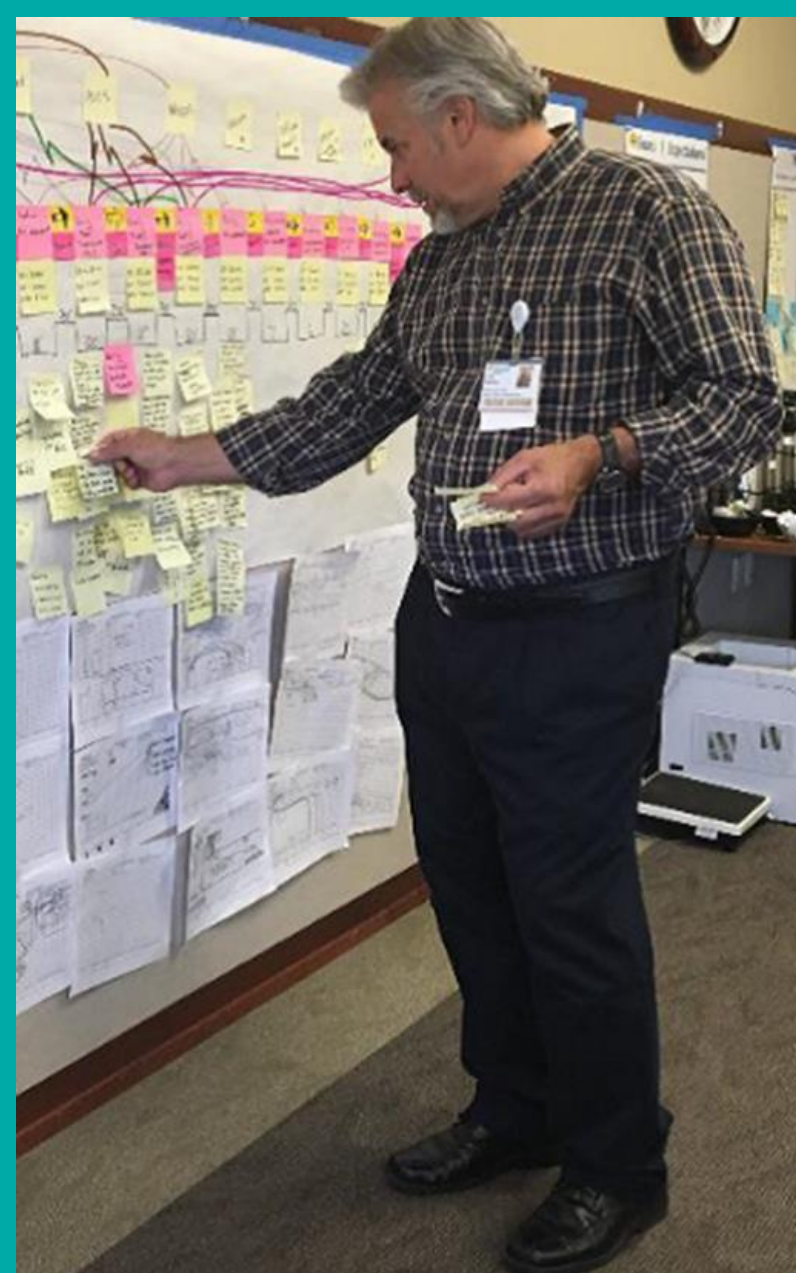
My Health Online Recruitment



Newsletters feature PFA Storytelling and contributions



Alta Bates NICU Patient Family Advisory Council Meeting.



Value stream mapping ED through-put.



Value stream mapping PFA recruitment process.