



Introduction

- Amanda Knuth, Director of Patient Outcomes



Patient & Family Advisory Council (PFAC)

Who:

- 2 Ferris Professors
- Ferris Student
- Retiree and patient
- Optometrist
- Current patient whose life was saved by our staff in July 2015
- Retiree and wife of patient, also previous Foundation Board member
- Cancer survivor who sought treatment at our Cancer Center

Patient & Family Advisory Council (PFAC)

What/When:

- Monthly meetings:
 - Education
 - Feedback (patient gowns, open notes, MyHealth, website design)
 - Rounding on units (Inpatient, Lab, Radiology)
- Process improvement events monthly
- As needed for videos (I-rounds) and staff training (Whiteboards, Nurse-to-Nurse hand off at the bedside)
- Attendance at Quality & Safety meeting

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Why:

- Arm them as hospital advocates
- Use feedback to improve processes
 - Infusion clinic
 - Process improvement events:
 - 3-4 day events with staff, providers, PI Coach, PFAC
 - PFAC members represent our patients
 - Assist with current and future state mapping
 - Identify value-added and non-value added steps
 - What would they pay for? \$\$



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Questions?