PeaceHealth PFAC Overview

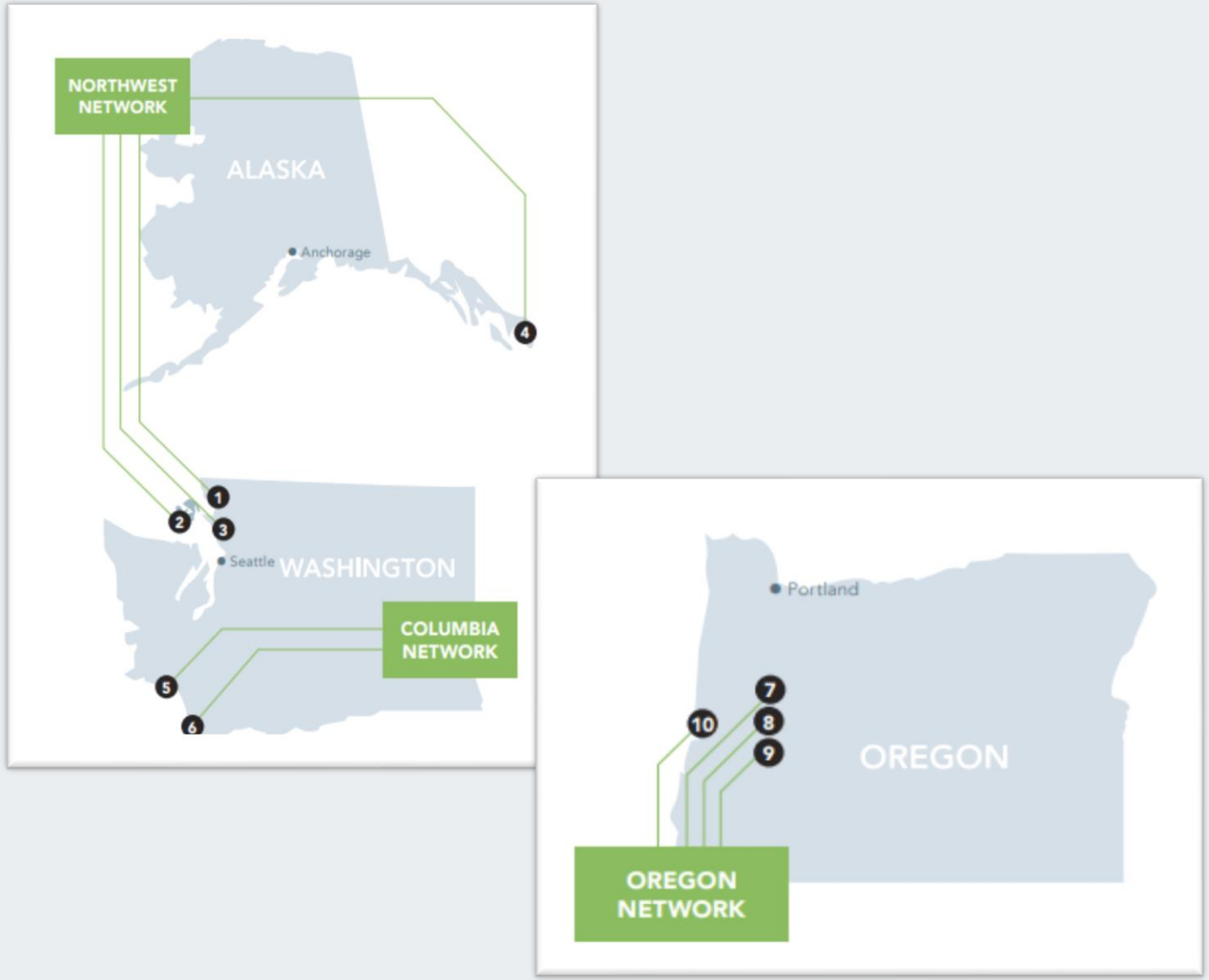
January 2020

PeaceHealth
The Spirit of Health

About PeaceHealth

PeaceHealth is based in Vancouver, Washington and is a not-for-profit Catholic health system with approximately 16,000 caregivers serving communities as far north as Ketchikan, Alaska and as far south as Eugene, Oregon.

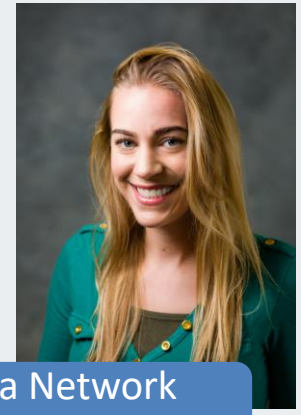
- 186 sites in Alaska, Washington and Oregon
- More than 1,200 physicians and providers
- 51 medical and surgical specialties
- Supports over 392,000 unique patients annually



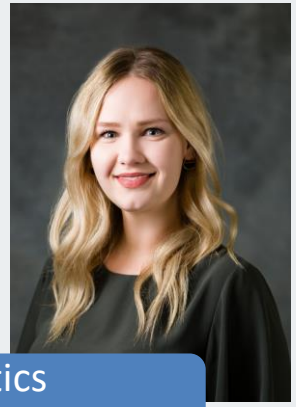
Meet the Patient Experience Team

Northwest Network
Heather & Jenny

Oregon Network
Chrissy & Anne



Columbia Network
Rebecca & Melissa



Analytics
Sarah & Viktoriya

Leadership Team
Denise, Dan, Sade and Bill

History and Current Structure of PFACs

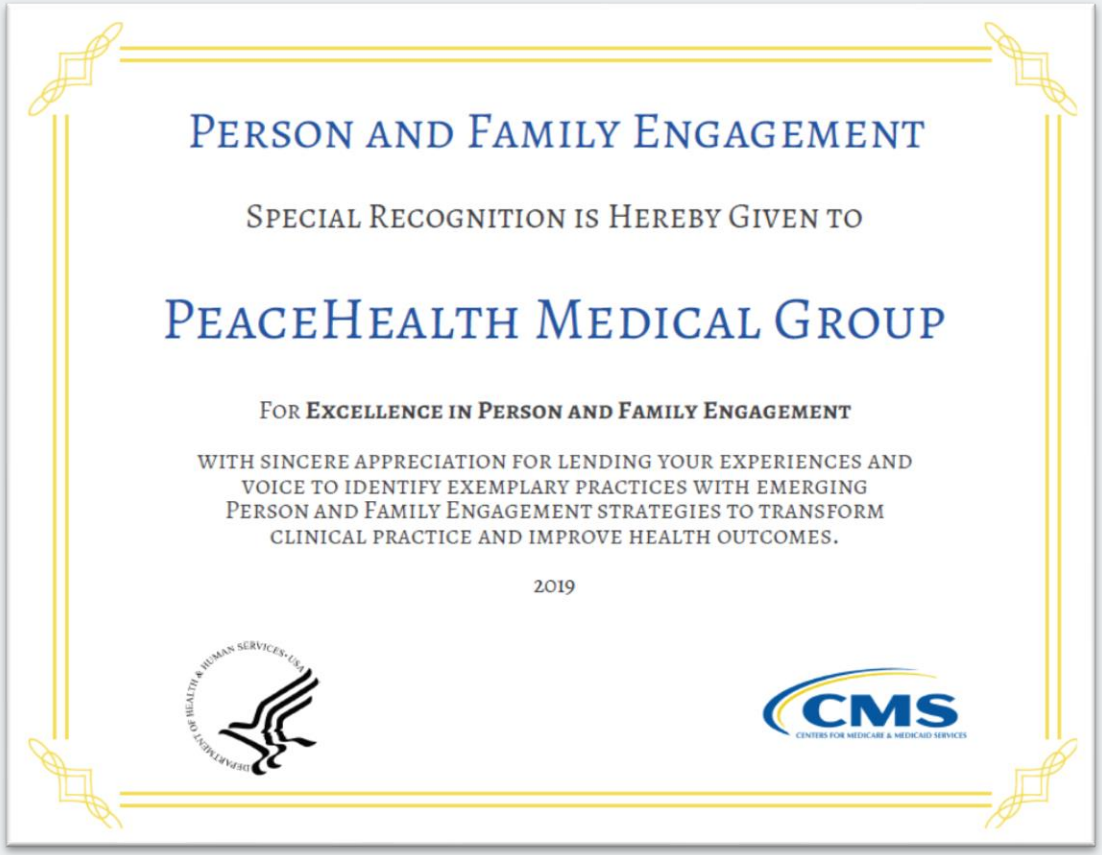
The first PFAC at PeaceHealth was established in 2008 and PH was an early adopter of this model

There are currently nine active PFAC's across the network supporting both inpatient and outpatient settings

PFAC's are largely led by Patient Experience Specialists, however there are additional PFAC's that are led by other local leaders

Currently, advisors contribute by participating in monthly face to face meetings

Reward & Recognition



PERSON AND FAMILY ENGAGEMENT

SPECIAL RECOGNITION IS HEREBY GIVEN TO

PEACEHEALTH MEDICAL GROUP

FOR **EXCELLENCE IN PERSON AND FAMILY ENGAGEMENT**

WITH SINCERE APPRECIATION FOR LENDING YOUR EXPERIENCES AND VOICE TO IDENTIFY EXEMPLARY PRACTICES WITH EMERGING PERSON AND FAMILY ENGAGEMENT STRATEGIES TO TRANSFORM CLINICAL PRACTICE AND IMPROVE HEALTH OUTCOMES.

2019

DEPARTMENT OF HEALTH & HUMAN SERVICES · USA

CMS

CENTERS FOR MEDICARE & MEDICAID SERVICES

Our community in Longview, Washington engaged their PFAC on COPD education. Their strong partnership allowed members of the PFAC to provide such valuable insights that it was adopted systemwide and CMS recognized their achievement.

Opportunity Categories

- PFAC Structure
- Recruitment and Retention
- PFAC Operations
- Feedback, Evaluation and Reporting

Questions for this Group

- Are there any ideas around measures of success or outcomes that we should consider?
- If your organization has struggled with diversity, how have you approached that?
- Are there any recruitment and retention best practices that you can share?
- What is your goal setting methodology?

Questions for Us?

Denise Wiseman, PhD, MBA
System Director, Patient Experience
Dwiseman@peacehealth.org

Sade Bryant, MBA
System Program Manager, Patient Experience
Sbryant1@peacehealth.org

Thank You