

Adult Patient & Family Partnership Council

Past Projects

- Participated as reviewers and editors of a “Guide to Patient and Family Engagement in Health Care Quality and Safety in the Hospital Setting” through the Healthcare Research and Quality (AHRQ). Council received stipend funds for their involvement.
- Worked with EPIC staff on changing the After Visit Summary to make it more Patient and Family friendly
- Sent two family members with a MultiCare team to the annual Patient and Family-Centered Care conference and developed action plans for follow-up
- Collaborated with CPC in designing new patient white boards to improve communication between families, patients and caregivers
- Gave input on revising the MHS visitation policy and advocated to discontinue the evening announcement at Tacoma General and Mary Bridge
- Collaborated with Patient Education to develop the Patient Welcome folder contents and process for inpatients throughout the system.
- Collaborated with the MyChart team to improve functionality of the program
- Selected members of the council participated in the CNE interview process
- Several members worked on Kaizens throughout MHS to improve services
- Council representation on the Daisy Award selection committee

Current Focus

- Collaborative pilot project between 5 Rainier Unit Based Council and the PFPC Jan. through June 2012 to focus on:
 - Understanding the Press Ganey from the patient/family perspective
 - Drilling down to the priority index questions
 - Together developing strategies for small test of change directly related to the priority index question
- Recruit new members through Facebook and MultiCare.org

Membership

Past and current patients and families of MultiCare Adult Services

Established

2008

Council Chairs

Carla Boungjaktha Patient & Ann Hagensen RN

Mission

The Adult PFPC believes that open communication between patients, families, staff and community is required in order to achieve quality patient and family-centered care.

We are committed to and will accomplish this through:

**Collaboration with appropriate providers and recipients of care*

**Improve the exchange of information and concerns between patients, families and care teams*

**Educate patients, families and providers on the nature and practices of patient and family-centered care*

