

Perham Health – Partners in Care Council

Annual Report – August 2011-July 2012

Brief History & Configuration: Partners in Care Council was organized in August 2009. The purpose of the council is to nurture an ideal care experience. The council serves to advocate, support and communicate processes that uplift the value of partnerships in this care experience. The council is co-chaired by Jean Johnson and Jill Carlson, with active consultation from Marlene Fondrick serving dual roles as community/family/patient representative along with leader/educator with the Institute for Patient and Family Centered Care. Guidelines were drafted and adopted in December 2009. By-laws state the council should have membership of 60% from community representation and 40% staff.

The following are active members of the council: Courtney Vroman, Mary Ringsven, Bonnie Johnson, Bob Wilkowski, Kerrie Steinback, Marlene Fondrick, Ruth Wegscheid, Sharie Steeke, Harriet Mattfeld, Karen Doran, LeRoy Wegscheid, Jean Johnson, Jill Carlson, Jill Doll, Marilyn Oelfke, Deb Bokelman, Karla Kupfer, Sue Sailer.

Summary of Council's Activities for the Year

Quality & Safety: Two members of the Partners in Care Council serve on the hospital Quality & Safety Committee. This is a team that is ongoing. Partners in Care also has active involvement and representation on the Ethics Committee for Perham Health. Council input was instrumental in setting the standard for employee identification badges to have printing and photos on both sides so that names are always visible.

Discharge Planning Process: PCC members on this team assisted in reviewing and developing patient/family information materials for durable medical equipment and home health care options.

Patient Education: PCC members have been active in reviewing various patient education fact sheets to assist in their content and visual appeal patient/family-centered.

Hospital Move: PCC members were instrumental in assisting patients and families on the day of the move (1/9/12) to the new hospital. "Ticket to Ride" provided an avenue of discussion with patients the day prior to the move to put them at ease regarding their transportation and providing concrete information that communicated the move logistics are under control. This also provided a tangible avenue of discussion to patients about the role of the Partners in Care Council. A brief handout was designed to give to patients. The presence of PCC members with patients on the day of the move was an asset for answering questions.

Complementary Therapies: Endorsement by PCC to have CARE channel utilized/available in hospital rooms, along with this option for channel on TVs in waiting areas. Promotion of calming options for TV viewing. PCC members Karen Doran and Bonnie Johnson presented information on utilization of other complementary therapies; i.e. aromatherapy, therapeutic touch/massage, music therapy, etc. OB- Infant massage class brochure getting adapted due to helpful input from OB patient who is also a massage therapist.

Council Membership: Added representation from the clinic; especially helpful as patients/families view the hospital and clinic as one and with new organizational changes – they function under the same ownership and community representation. New picture badges done. New Member binders have been compiled and

reviewed by the PCC group. Continue to seek community members interested in serving on the council. Set goal to have information on the Perham Health web-site regarding the council.

Institute for Patient and Family Centered Care: CEO of Perham Health, Chuck Hofius, presented at the Sept 2012 seminar for IPFCC. The Perham Health PCC had prior involvement also in 2010 to be reviewers of the *IFCC Guide to Patient and Family Engagement in Health Care Quality and Safety in the Hospital Setting*.

Perham Health Resource Center: Several members of the PCC reviewed materials in the Resource Center, made recommendations for resources, assisted in selection of furniture for the space and provided input to ensure the area is patient and family friendly.

Walk of Honor: Discussions held with staff and PCC to address logistical changes recommended with Walk of Honor in new hospital setting. Thank you to Shari Steeke, PCC member who made an additional Dignity Quilt to be used during the Walk of Honor.

New Hospital: PCC members involved in assessing/recommending customer-friendly signage in new building. Way-finding signs also reviewed with suggestions given. Also reviewed content and presentation of information in the Patient Directories. Partners in Care members provided input on furniture choices for patient rooms and family waiting areas.

Nutritional Services: Education about new services from Dietician, Gwen Horter. Partners in Care Council provided suggestions regarding food selections and desire that menu items be accompanied by information about their nutritional content (i.e. fat, carbohydrate and calorie values). Council also reviewed visual layout and content of the patient menus.

Electronic Medical Record: Members of PCC volunteered to be available the week we were to “Go-Live” with EMR to assist with patients questions and be hosts if there were “wait times” in the clinic related to electronic issues. The “Go-Live” has been delayed; we anticipate PCC will continue to be involved.

Summary compiled by,

Sue Sailer 10/2012