

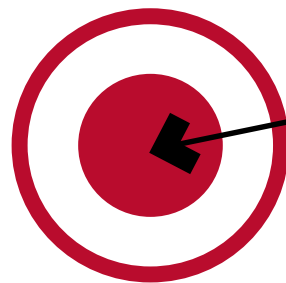
# PATIENT & FAMILY ADVISOR PARTNERSHIPS

2017

This snapshot of 2017 activity for the Patient and Family Advisor Partnerships Program highlights some of the many ways in which Patient and Family Advisors (PFAs) have been directly involved in UW Health improvement work and strategic initiatives!

**200** PATIENT AND FAMILY ADVISORS ACTIVE IN 2017  
*Including 36 new members!*

## 60 Committees and Workgroups



*Targeting improvement!*

In my committee, I have been able to share REAL stories about how our daughter's health and well-being was impacted. This is not just about making a system work properly in a flowchart. This is about real people and real lives.  
 - PFA, Annual PFA Engagement Survey

Through over 50 survey responses and several interviews, the PFAs shared valuable input to the UW Health strategic planning process. We are grateful for their thoughtful and candid input.  
 - Stephanie Berkson, VP, Planning & Business Development



## 16 Focus Groups and Surveys

*Lending the patient and family perspective!*

## 12 Voices of UW Health Presentations

*Sharing inspirational patient stories!*



PFA Brianne Coffey has added substantively to our effort with the resident training program. The video clips of her giving advice to our newest residents made our presentation very compelling!  
 - Emily Winslow, MD, Medical Director of Patient & Family Experience

My PFA experience has been very positive. The staff has been welcoming, supportive, and helpful. Likewise, the patients seem very appreciative to be asked questions about their hospital stay.  
 - Debbie Ford, PFA



## 5 "PFAs on Assignment" Opportunities

*Interacting with the patients, providers, staff, and places of UW Health to discover factors influencing patient and family experience!*

## 11 Patient and Family Advisory Councils

*Working in partnership with UW Health to transform healthcare!*

The PFA program has allowed us to use an otherwise difficult and traumatic time of our lives to help others. I am grateful to be heard and validated through this role and for the chance to make an impact on how UW Health provides patient and family centered care.  
 - Jenny Huffman, PFA

It is an honor to be part of a dynamic group with fellow PFAs who share their knowledge and experiences to contribute to the excellence of healthcare and patient & family experience.  
 - Mary Ann Johnson, PFA

I get so much out of being part of this program! It allows me to learn, use my experiences as a patient to help others, and has made me an ambassador for UW Health and this program!  
 - PFA, Annual PFA Engagement Survey

PFAC AND STAFF CHAIRS	2017 Highlights and Achievements
<b>American Family Children's Hospital</b>	<ul style="list-style-type: none"> <li>7th floor Expansion interior design</li> <li>MyChart Bedside Pilot</li> </ul>
<b>Breast Center</b>	<ul style="list-style-type: none"> <li>Clinical Trial Awareness</li> <li>Chemotherapy Videos</li> </ul>
<b>Community Advisory Council</b>	<ul style="list-style-type: none"> <li>World AIDS/HIV Day Event</li> <li>Patient Education Events</li> </ul>
<b>Heart, Vascular, Thoracic</b>	<ul style="list-style-type: none"> <li>Heart Failure Patient Education</li> <li>HVT Website redesign</li> </ul>
<b>MyChart</b>	<ul style="list-style-type: none"> <li>E-check ins</li> <li>MyChart Bedside</li> </ul>
<b>Neonatal Intensive Care Unit</b>	<ul style="list-style-type: none"> <li>Launched in 2017!</li> <li>NICU Admission Communication</li> </ul>
<b>Northeast Family Medical Center</b>	<ul style="list-style-type: none"> <li>Navigation Program</li> <li>Food Insecurity Program</li> <li>Resident Community Project</li> </ul>
<b>Oncology</b>	<ul style="list-style-type: none"> <li>Cancer Center Strategic Plan</li> <li>Clinical Trial Awareness</li> <li>Chemotherapy Videos</li> </ul>
<b>Psychiatry</b>	<ul style="list-style-type: none"> <li>Primary Care Behavioral Health Integration</li> <li>Newsletter Articles</li> <li>Suicide Prevention Project</li> </ul>
<b>Transplant</b>	<ul style="list-style-type: none"> <li>Living Your Life While Waiting for "the Call"</li> <li>Abdominal Transplant Patient Education</li> </ul>
<b>UW Health</b>	<ul style="list-style-type: none"> <li>Family Meeting Plan in Trauma Life Support Center</li> <li>Patient &amp; Family Experience Promise</li> </ul>