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!

Committees and Workgroups
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 Berksen, VP, Planning & Business Development

Focus Groups and Surveys
PFA Brianna Coffey has added substantially 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

Voices of UW Health Presentations
Sharing inspirational patient stories!

- Debbie Ford, PFA

Patient and Family Advisory Councils
Working in partnership with UW Health to transform healthcare!

It is an honor to be part of a dynamic group of UW PFAs who share their knowledge and experiences to contribute to the excellence of healthcare and patient & family experience.

- Mary Ann Johnson, PFA

“It’s a pleasure to interact with the patients, providers, staff, and places of UW Health to discover factors influencing patient and family experience!”

- Debbie Ford, PFA

PFAC and Staff Chairs
2017 Highlights and Achievements

American Family Children’s Hospital
- 7th floor Expansion interior design
- MyChart bedside pilot

Breast Center
- Clinical Trial Awareness
- Chemotherapy Videos

Community Advisory Council
- World AIDS/HIV Day Event
- Patient Education Events

Heart, Vascular, Thoracic
- Heart Failure Patient Education
- HVT Website redesign

MyChart
- E-check ins
- MyChart bedside

NeoIntensive Care Unit
- Launched in 2017!
- NICU Admission Communication

Northeast Family Medical Center
- Navigation Program
- Food Insecurity Program
- Resident Community Project

Oncology
- Cancer Center Strategic Plan
- Clinical Trial Awareness
- Chemotherapy Videos

Psychiatry
- Primary Care Behavioral Health Integration
- Neuropsychiatric Articles
- Suicide Prevention Project

Transplant
- Living Your Life While Waiting for “The Call”
- Abdominal Transplant Patient Education

UW Health
- Family Meeting Plan in Trauma Life Support Center
- Patient & Family Experience Promise

“PFAs on Assignment” Opportunities
Interacting with the patients, providers, staff, and places of UW Health to discover factors influencing patient and family experience!

- PFA, Annual PFA Engagement Survey

2017 including 36 new members!