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"Our patient & family advisors are our trusted guides to achieve our mission of exceptional care for all. We commit to listening to their take on what matters most AND to changing care for the better because of their sage guidance. Our patient & family advisors are golden!"

Penny Wheeler, MD, president and chief executive officer, Allina Health

"Integrating the patient, family, and community voice is a critical component of building patient & family-centered programs and experiences at Allina Health. The Patient & Family Partnership Program provides patients and family members the opportunity to serve as advisors by sharing personal perspectives and experiences with the organization. Insight received from the advisors directly impacts Allina Health’s existing care and services as well as future improvements as we deliver whole person care."

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“Having patient & family advisor input on key digital strategies and experiences is instrumental in helping us create digital experiences that resonate with all of our patients.”

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“We have patients and families on many of our committees, and they always make the conversation better.”

Timothy D. Sielaff, MD, PhD, FACS; chief medical officer, senior vice president, Allina Health

The Patient & Family: Advisory Council is a treasure of voices and perspectives. The advisors’ powerful stories center us, inspire us and allow us time to reflect on the impact we make each and every day. Staff and leaders appreciate the advisors’ involvement in workgroups to help us improve processes while they provide their firsthand insight into the day in a life of a patient/family member.”

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“I have been a patient and volunteer with Allina Health for a handful of years. Not only am I able to use my experiences to help Allina Health, but I am able to incorporate what I learn with the PFAC to be a better volunteer and patient advocate.”

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“Being part of the Allina Health Patient & Family Advisory Council (PFAC) has been a rewarding experience. It is great to see an organization that is truly seeking customer input, putting them first and using this input for continuous improvement. I’ve been a patient and volunteer with Allina Health for a number of years. Not only am I able to use my experiences to help Allina Health, but I am able to incorporate what I learn with the PFAC to be a better volunteer and patient advocate.”

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“It has been an amazing experience being an Allina Health patient & family advisor during the past year. Witnessing the ongoing efforts of improving health care processes for the patient experience and the health care team shows Allina Health cares.”

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“I participated in a Rapid Process Improvement Workshop for the Piper Breast Center Care Model with two patient & family advisors. Their sharing of their experience provided incredible insight into how we can improve upon the care that we provide our patients faced with the burdens of a cancer diagnosis. They were the most important voice at the table, and I can’t imagine embarking on a process such as that one without them to guide us.”

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### BY THE NUMBERS

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<th>ADVISOR HOURS CONTRIBUTED</th>
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<th>ADVISORS ON COMMITTEES</th>
<th>ADVISORS ON PROJECTS</th>
<th>PATIENT PANEL DISCUSSIONS</th>
<th>NEW NURSES REACHED</th>
<th>ADVISORY COUNCIL MEETINGS</th>
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