

2019 Patient & Family Partnership Annual Report

ABOUT US

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.

For more information, or if you or someone you know would like to get involved with the Patient & Family Partnership Program, visit allinahealth.org/yourvoice.



BY THE NUMBERS



215 advisors logged over
730 volunteer hours

ORGANIZATIONAL IMPACT

Performance Pillars

SAFETY & QUALITY

EXPERIENCE

PEOPLE

FINANCIAL HEALTH

GROWTH & VALUE DELIVERY

In 2019, our advisors have contributed to projects in the following areas/departments:

- Patient Education
- Quality & Safety
- Digital Strategies (Allinahealth.org & MyAccount)
- Accreditation
- Cardiovascular
- Oncology
- Interpreter Services
- Primary Care
- Rehabilitation
- Mental Health
- Radiology
- Emergency Medical Services
- Facility Design
- Emergency Department
- Clinical Research
- Neuroscience
- Policies & Procedures
- Patient Experience
- Performance Improvement
- Culture & Leadership Development

Collaborations

- Greater Plains Collaborative
- Minnesota Department of Health
- Institute for Clinical Systems Improvement
- Patient Centered Outcomes Research Institute

A MESSAGE FROM PENNY WHEELER, MD, PRESIDENT AND CEO



We take in what matters most to you, because it matters most to us. Thank you for improving our quality of care, our experience of care, our culture of caring, and the way that we can best deliver value to you as individuals and to our broader community.

So I want to thank you from the bottom of all our collective hearts for all you have given to the organization. Thanks so much!



The Patient & Family Partnership Program is simply a vital asset for Allina Health. Having a group of diverse, vocal community members who share freely and boldly is a gift. Their insights and perspectives have made real impacts in our organization and the people we serve.



Timothy Sielaff, MD, PhD, FACS
Chief Medical Officer, Allina Health