

Patient & Family Partnership Program



“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

“Participating as an advisor has been rewarding because I’ve been given the opportunity to share input on things I wished had been done differently for me. Just knowing that my input can make even a small difference to someone else is enriching.”

patient & family advisor, Allina Health

“Having lived well beyond the average survival for my brain cancer diagnosis, I’m deeply grateful for the skilled, compassionate care at Allina Health that made that possible. Each time I get a chance to share some of my story as a patient with care providers and leaders at Allina Health, it feels like another important step in my healing.”

patient & family advisor, Allina Health



Allina Health

BY THE NUMBERS

ADVISOR HOURS CONTRIBUTED



TOTAL NUMBER OF ADVISORS



ADVISORS ON COMMITTEES



E-ADVISOR INSIGHTS



FOCUS GROUPS



ADVISORS ON PROJECTS



ADVISORY COUNCIL MEETINGS



NEW NURSES REACHED



PATIENT PANEL DISCUSSIONS



"As an Allina Health employee and patient, I have valued the opportunity to be part of the Clinical Practice Council representing the patient perspective on policy questions. I have welcomed the challenge of reading the assigned academic papers on important medical topics and then engaging in discussions with the physicians. Knowing that my opinions are respected by those physicians and that I have a voice in shaping Allina Health policy has been personally and professionally rewarding."

patient & family advisor, Allina Health

"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."

Chris DuFresne,
director, digital experience,
information services, Allina Health

"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."

Tonya Montesinos, MS, BSN,
director, nursing practice and magnet,
Abbott Northwestern Hospital



"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 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."

patient & family advisor, Allina Health

"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."

patient & family advisor, Allina Health

"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."

Jessica Quinlan-Woodward, BSN, RN,
manager, oncology care coordination,
Allina Health

"We were fortunate to have a member of the Patient & Family Partnership Program participate with front-line staff, leaders and physicians in a four-day improvement event. The advisor's presence and insight during the discussions on how we develop new processes for daily, multidisciplinary discharge planning rounds were invaluable. Her involvement enhanced the outcomes of the work and ensured we implemented a patient-centered process."

Kristi Ryman,

interim director, planning and performance improvement, on behalf of the Mercy Hospital performance improvement team

"I bring a unique combination of experiences to different situations [since I have] patient experience, health care insurance experience and administrative health care management experience. Shortly after [participating in Mercy Hospital's] Multidisciplinary Care Teams process improvement project, I was admitted through the Mercy Emergency Room to that very area of Mercy Hospital for kidney stone treatment. I was able to observe the fruits of that project effort, benefit as a patient and provide feedback all at the same time. I felt welcomed, valued and respected in my role as a patient & family consultant. I look forward to additional future opportunities; but hopefully without the personal pain."

patient & family advisor, Allina Health

"The opportunity to have patient & family advisors on our Mental Health Program Committee helps us stay grounded in the most important question we can ask when starting any improvement initiative, which is, 'How will this change impact the care to our patients?'"

Amy Ryan,

project management coordinator, quality & performance improvement, Allina Health

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/myvoice**



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