

Patient and Family Advisory Board

University of Iowa Health Care
Office of the Patient Experience

FY23 Annual Report

Patient and Family Advisory Board

The Patient and Family Advisory Board (PFAB) is led by the Office of the Patient Experience (OPE) and serves to enhance the delivery of patient and family-centered health care at University of Iowa Health Care.

The advisory board provides a mechanism for families to work in partnership with hospital staff develop and refine policies, practices, specialized services, and facilities. Additionally, the PFAB will provide a forward-thinking perspective on institutional issues related to customer service, health care quality, and patient safety.

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Patient and Family Advisory Board FY23

18 Patient and Family Advisory Board Members

20+ Services in which our members receive care

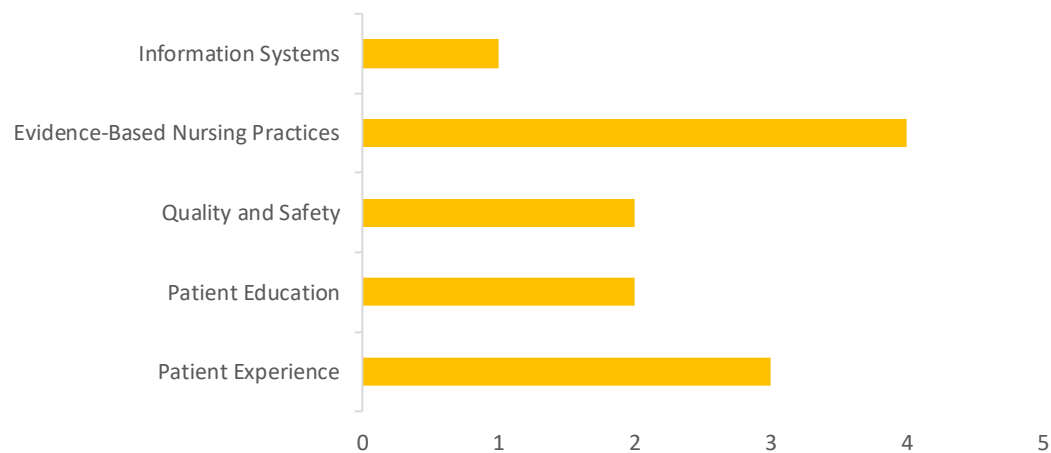
300+ Volunteer hours

Composition of Patient and Family Advisory Board

- 28% Providers and administrators
- 72% Patients

Member involvement

Chart shows projects by strategic dimension (updated March 2023)



Leadership



Theresa Brennan, MD

Chief Medical Officer

Executive Sponsor



Alexander Nance

Director, Office of the Patient Experience

Board Leader



Josh Paxton

Program Coordinator



Kristi VerHeecke

Patient Chairperson



Shannon Sampson

Patient Vice-Chair

Our members

18 Patients and patient representatives

7+ Staff representatives

- Administration
- Office of the Patient Experience
- Volunteer Services
- Nursing leadership
- Rotating leaders from throughout the institution

20+ Services in which our members receive care

Member engagement outside of the Patient and Family Advisory Board

Giving back not only to health care, but our communities at large, as well

- Bird House of Iowa City
- Cedar Rapids Firefighter
- Foundation
- Cedar Rapids Police Department
- Volunteer Corps
- Church
- Courage Ride
- Linn County Safe Kids Coalition
- Myotonic Dystrophy Foundation
- Professional Advocates in Life
- Sciences Certified Patient Advocates
- St. Vincent de Paul
- TREND Community
- Ambassadors-DM1
- 100+ Women Who Care

UI Health Care's Mission



Education

Teaching and training tomorrow's health care providers.



Research

Bringing new discoveries and new treatments.



Patient Care

Providing high-quality primary and specialty care services.

Advisory board goals

Made up of patients, families, and caregivers, the goal of the advisory board is to allow patients and families to:

- Give input into health care practices and programs
- Have a safe place to voice their concerns and give input to their care
- Form a collaborative relationship with the health care team that is culturally sensitive, respectful, and compassionate

Our Impact

Design projects

- Members voted to improve scope and structure of board roles
- Members provided feedback on the patient's perspective in the design of the new North Liberty facility
- Members aided in redesign of pre-operative folders
 - Improve and standardize the information our surgical patients receive

Quality improvement

- Additional classification of patient equity concerns
 - Working to build more equitable health care
- Increased patient education during infusions
 - Ensuring these patients have a full understanding of their treatment
- Members completed usability testing to improve patient educational materials
 - Creating materials that are easy to read and understand
 - 13 documents totaling 30 pages

Collaboration

- Members subgroup collaborated with leadership to interview new PFAB members
- Working with Beryl Institute to establish national PFAB collaboration
 - Members collaborate with other Big 10 councils
- Increasing diversity, equity, and inclusion (DEI)
 - Developing a more inclusive group that represents our communities

Provided feedback

- Nursing recruitment efforts
- Nursing evidence-based practices
 - Safe medication administration through peripheral IV to reduce injuries
 - Increased patient education
 - Support during end-of-life decisions
 - Improved orientation process for oncology nurses
 - Prevention of post-operative nausea
- Safety and security measures in offsite clinics
- Patient education materials
- Patient perspective on new North Liberty Facility

Our Future Plans

- Continue developing the PFAB's scope and impact in the Iowa City community and beyond
- Expand partnerships within the hospital and community to enhance the delivery of patient-centered care at UI Health Care
- Become a world-class PFAB through member engagement, representation, and contributions that help improve care for all patients and families

How to Apply

Meetings occur every other month via Zoom at 5:30-7:30 p.m.

Members are expected to attend five out of six meetings per year

Know someone who would provide great insight and value to the organization? Visit uihc.org/pfab or call the Office of the Patient experience at **319-356-1802** to learn more about the Patient and Family Advisory Board.

Selected applicants will be contacted quarterly for an interview with a small group with the advisory board.

Office of the Patient Experience Contact Information

200 Hawkins Drive, Iowa City, Iowa 52242

319-356-1802

uihc-pfab@uiowa.edu

Why We Serve

Chuck Connerly

I have benefitted greatly from UI Health Care over the last eight years. Indeed, UI Health Care has been a lifesaver for me. Because of my appreciation and respect for the work of UI Health Care's staff, I wanted to give back in some way that will hopefully benefit patients and families.

One of the most rewarding aspects about being a PFAB member is the opportunity to meet other individuals who have also been patients at UI Health Care and learning about their commitment and passion for enhancing medical care. Everyone has an important story to tell and each of us are committed to the provision of outstanding medical care at UI Health Care.

Kristin Semler

I joined PFAB because I was looking for an opportunity to give back to my community. As a lifelong patient of UI Health Care, I thought this would be a perfect fit for me to be able to make a positive impact on other people.

Seeing some of our ideas put into action is very rewarding. Having a say in changes that occur at the hospital helps give me a feeling that I am making an impact.

Kristi VerHeecke

I absolutely love this hospital and I wanted to be a part of the board to continue to help the hospital and providers have a better understanding from the perspective of patients and families. I have enjoyed working in partnership with staff and providers at University of Iowa Hospital to improve the patient experiences.

Shannon Sampson

I got involved with PFAB because I felt it would be a way for me to give back to UI Health Care after they took such great care of me. I also felt it to be a way for me to help other families.

One of the most rewarding aspects of being a PFAB member has been using my experience and giving feedback on current or new ideas for UI Health Care.

Andrew Wright

I joined the PFAB to improve outcomes for patients and families as well as improve the experiences and interactions at UI Health Care.

Leann Putz

I have been coming to UIHC since 2002, after the birth of my first child. All three of my sons regularly see their specialty providers in the Children's Hospital, IRL and Johnston outreach clinic. We have also seen providers in the Cedar Falls outreach clinic. I have been a surgical patient at UIHC as well. I have been an RN for 23 years and feel that my medical experience coupled with the number of years I have been regularly following at UIHC, would allow me to bring experiences from different viewpoints; a patient, a mother, and a nurse.

Thank you to our board members!

Shannon Sampson

Kristi VerHeecke

Phil Lewis

Andrew Wright

Ann Morris

Brian Lees

Robert Alloway

Katie Ron

Julie Lowe

Charles Connerly

Phil Kutzco

Brad Zude

Theresa Brennan, MD

Alexander Nance

Kip Pedersen

Josh Paxton

Emily Ward

Michelle Altmaier

Kelly Petrulevich

Jean Reed

Ivana Frech

Kay Weiler

Leann Putz

Peter Nkumu