



SPECTRUM HEALTH

2018

Patient and Family
Advisory Councils
IMPACT STATEMENT



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At Spectrum Health, we strive to put people first. As our Patient and Family Advisory Council (PFAC) members, you help us make the difference - through your words, vision, ideas, collaboration, and diverse experiences. Your willingness to share concerns, wisdom and vulnerabilities has made our organization stronger, our patients safer, our families more engaged, and has improved the quality of the care experienced.

Through the collective contribution of our 18 PFACs, we’ve made organizational and operational decisions that impact care, and continue to transform our care model.

We want to thank each of you for your time and perspective. You understand, many times better than we do, what truly impacts the patient, family and member experience.

We will continue to listen and learn from you every day, and we look forward to our continued partnership as we walk this journey together.

James Bonner
Sr. Director, Safety and Patient Experience

Patient and Family Advisory Councils



Our Patient and Family Advisory Councils help design the patient and member experience for Spectrum Health and Priority Health. Through a partnership with our leaders, our PFAC members share personal experiences and insights to ensure that our organization continues to improve the care and services we provide. Each council brings Spectrum Health a range of experiences that impact the larger whole. The 2018 Impact Statement is a collection of stories that highlight at least one accomplishment from each council.

The Patient and Family Advisory Council partnership also supports and strives to:

- Promote patient- and family-centered care
- Partner with us to deliver an exceptional experience
- Prioritize goals and strategies that support our patients, their families and members of our health plan
- Serve as our ambassadors and a link between the community and Spectrum Health
- Embed themselves by serving deeper in the organization where a patient voice is necessary
- Engage in facility planning and patient-centered design
- Ensure that access to health care is convenient and meaningful
- Partner with leaders to improve quality metrics
- Create a safe environment through the lens of our patients and families

Nexus: Wave 2



Nexus is the systemwide Spectrum Health initiative that has transformed how we deliver care. One component of the Nexus project was the transition to a single electronic medical record (EMR), called Epic. The Spectrum Health Patient and Family Advisory Councils played an instrumental role during the entire roll out.

In May 2018, our regional facilities went live with Epic during the Wave 2 implementation. We now have the ability to know our patients better than ever before and provide consistent, exceptional experiences across the system.

During the go-live period, PFAC members visited units to provide encouragement and support to front line colleagues. They used the "People First" carts and delivered snacks and appreciation to the teams working so hard during the transition.

As new processes and tools were piloted in the planning stages, many of the PFACs were engaged and offered their input on behalf of patients and families. One new feature that came with the Epic go-live was the use of kiosks. PFAC members expressed a desire to help patients get accustomed to the new technology, while still providing a warm environment.

As our PFAC members have partnered with Spectrum Health over the past few years of planning for Nexus, the excitement has grown as these improvements and processes begin to take flight. The new EMR, coupled with standardized approaches to care, will differentiate the Spectrum Health experience, benefiting our providers and our patients.



ACE Award Winner – Liz Buist

Each year, Spectrum Health recognizes valuable team members through the ACE Awards, an awards program focused on Achieving Continuous Excellence. The categories awarded are Community, Experience, Inclusion, Individual, Leadership, Team and Volunteer.

This year’s Volunteer winner, Liz Buist, was chosen from the Helen DeVos Children’s Hospital Family Advisory Council for her collaborative work with the hospital and the Cystic Fibrosis outpatient clinic.

Liz is an advocate for two of her children living with Cystic Fibrosis. She partners with our leaders in the inpatient and outpatient areas to offer the best and safest care. Liz represents the Cystic Fibrosis patient population by serving not only on the Helen DeVos Children’s Hospital FAC but also the Cystic Fibrosis Family Advisory Council at both the local and national levels.

“Liz is passionate about helping Helen DeVos be the leader in Cystic Fibrosis management. She speaks on a national level, sharing and learning about the diagnosis, and articulates ways to help Helen DeVos Children’s Hospital and Spectrum Health be the national leader in health. She is kind, compassionate, and cares about doing the best thing for patients & families,” said Stephenie Young, Improvement Specialist, Patient Experience.

Thank you Liz, for partnering with Spectrum Health to achieve excellence and enhance the patient experience.

Designing Caring Environments

In 2018, the PFACs throughout the system visited over 30 Spectrum Health facilities, identifying common themes that were important to them:

- Appropriate signage
- Warm and welcoming environments
- Clear communication

PFAC members provided wayfinding recommendations by walking the path of the patient. They rounded in many locations across the delivery system. They shared that patients and visitors feel safest and most at ease when they are in a comforting environment that is easy to navigate.

One major collaboration effort was the Blodgett Parking Renovation. Throughout 2017 and 2018, Spectrum Health leaders engaged PFAC members to give feedback on wayfinding, campus layout, and parking. They desired surface level parking and a designated entrance to Blodgett Hospital. This information was used by architects, planners, and hospital executives to design the new parking structures that will replace the existing ramp and parking lot. PFAC members spoke on behalf of the patient at Planning and City Commission meetings. Throughout the project, PFAC members will continue to share input.

“PFAC members provide a voice that helps us ensure patients and their families are at the center of our decisions. This year, we’ve valued their input on facility related initiatives that have impacted Grand Rapids hospitals, such as support of Blodgett Hospital’s Parking project and renovations to Butterworth’s Prisms Cafeteria. We appreciate their partnership to help us reach our vision to be a national leader in health.”

Gwen Sandefur,
President, Spectrum Health Hospital Group

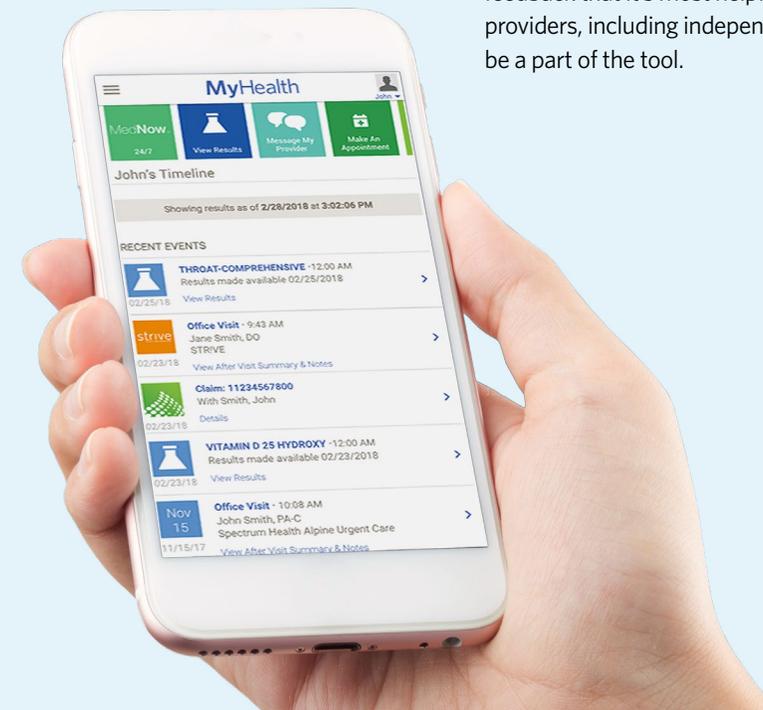
The Digital Experience

CareCircle

Social networks are often used by patients and families to communicate health journeys, but there can be issues with privacy and functionality. Spectrum Health partnered with Open System Technologies (OST) to create CareCircle, a digital platform that patients and families can use to share their health care experience.

CareCircle offers the opportunity to share privately and have everything in one place. It’s a complimentary resource for patients.

OST approached Patient and Family Advisory Council members from various groups to get feedback on features they would like to see. PFAC members served as test users of the pilot site and provided feedback to the development team on ways to create a seamless experience. The PFAC also discussed the website with the MyHealth team to share the benefit of integrating the two products to enhance the experience.



Accessing Information

Since the inception of MyHealth, the Patient and Family Advisory Councils have been a trusted voice when the digital design team is seeking input on new features. One new feature, Health Conditions, organizes relevant information around a specific condition and gives patients a central place within MyHealth to view related information. Patients can view relevant medications, test results, preventive care topics, patient-centered flowsheets, treatment summaries, and patient goals entered by their care providers. PFAC members shared the value of seeing everything in one place, but gave feedback that it’s most helpful when all providers, including independent ones, can be a part of the tool.

With development underway for the creation of MyHealth 3.0, the design team is working to create a new experience that is faster, easier, and more task-oriented. They want to make it more responsive to patients as they use the site, as well as offer resources to take the confusion out of medications and health care costs. The digital experience team visited many of the PFACs to get their feedback on the newest version of MyHealth. PFAC members provided input on the design, including a need for a “how-to” visual for patients who might not be tech-savvy.

The Priority Health Digital Experience team sought the advice of the Member Advisory Council on the best way to engage members in the Priority Health Member Portal. Desiring to create an experience for Priority Health members to better understand their benefits, claims and deductibles, the members shared feedback on a “mock” site. While developing an application separate from MyHealth for Priority Health members, council members emphasized the importance of a single log in, customization, and the ability to toggle back and forth.

Acute Health Patient and Family Advisory Council

Improving Patient Flow

The Butterworth Emergency Department (ED) was recently renovated to improve patient flow. The Rapid Assessment Zone (RAZ) and Express Care (EC) areas have both been expanded and are now offered 24/7. One third of the patients in the Butterworth ED can now be seen in the RAZ and EC. These changes have reduced the number of patients receiving care in the hallway from 10% to 3%. The PFAC toured the newly renovated space and all members were impressed with the new design, including chairs that allow patients to sit upright during their visit. Renovations will continue as a formal discharge area is added. The PFAC walked through the proposed space and provided recommendations for wayfinding, access and security interaction.

Discharging the Right Way

With the goal of ensuring that the ED care team is meeting patient needs, nurses are piloting a final conversation before the patient is discharged, which is called the Got Clear Care initiative. Nurses ask if the patient has a clear understanding of next steps and medications, and if they have any further questions. This initiative was implemented with the potential to decrease readmissions. PFAC members made suggestions on the questions asked to ensure clarity, and appreciated the assurance that the needs of patients are being met.

Ensuring a Safe Environment

Delivering exceptional care to the communities we serve presents unique challenges, one of which is the risk of workplace violence including physical/verbal assault or intimidating behaviors that threaten the personal safety of anyone present in our facilities. A recent survey of our registered nurses revealed that 62% of respondents have experienced more than 5 occurrences in the last 12 months. The PFAC wanted to be a part of the solution to create a safe environment for our caregivers, patients, families, and the community. In addition, PFAC member Jeannine Lemmon participated in the ED Employee Safety Workgroup, offering the voice of the patient. The team discussed a zero tolerance Workplace Violence Policy and ways to care for disruptive patients and visitors that may be in the Emergency Department.

“The Acute Care PFAC served its first full year in 2018 and saw the team quickly engage in discussion around ED space, patient flow, communication, and staff safety. Additionally, the team provided spirited input on the digital experience and MyHealth 3.0. I am most proud of how the Acute Health team members and leadership demonstrated exceptional partnering and an eager willingness to explore and drive ideas with a real focus on improving patient experience.”

Scott Kovacs, Chair

Member Highlight Jeannine Lemmon

Can you share your experiences with Spectrum Health?

My family and I have been patients at Spectrum Health for many years. Fortunately, almost all of our health experiences have been of a minor or routine nature, but have run the gamut from child birth to hospice care. Several times, my parents and my husband have been hospitalized, and each time, we were pleased with the care received. Most recently, my husband was hospitalized at Blodgett for several days following a visit to the Emergency Department and we were both impressed with the attentive care from all the staff during his stay. It was especially gratifying to me as a member of the PFAC to see some of the initiatives that we have discussed at the council in action at the patient level.

What motivated you to be a part of the PFAC?

Being involved in the community has always been important to me. Health care affects everyone in our community at one time or another, often when people are at their most vulnerable. And today, our health care system faces great challenges. Spectrum Health places a priority on improving care and the patient experience, and if there is something I can contribute to that process through participation on the PFAC, I am honored to do so. I believe the work of the PFACs can have a lasting impact that will benefit many people in the community.

What PFAC accomplishments are you the most proud of?

This year, our PFAC tackled a number of issues related to patient communication and safety. I was pleased to see a number of the ideas we discussed implemented, including informative communications for patients and family members visiting the Emergency Department. We were also asked to give feedback on recent improvements to the design of the Butterworth Emergency Department. It is clear that Spectrum Health leaders seek and value the input of the PFACs, so I feel my time is well-spent as a member.



“The Acute Health PFAC continues to be an engaged, diverse, energetic, and passionate group that provides invaluable input to many of our most important initiatives including workplace violence, virtual health, MyHealth, and the opioid epidemic. The input they provide encourages us to think differently, always keeping the patient at the center of our work.”

Nancy Schwallier, Vice President, Acute Health

Thanks to all of our Council Members:

Council Members

Ginny Baxter
Knicki Karsies
Scott Kovacs
Jeannine Lemmon
Daryl Smith
Brenda Tuttle
Karen Weaver
Tom Weaver
David Weinandy

Spectrum Health Leadership

Mary Dougherty, Director,
Inpatient Oncology and
Medical Surgical Services

Josh Kooistra, MD, Department
Chief, Acute Health

Nancy Schwallier, Vice
President, Acute Health



Big Rapids/Reed City Patient and Family Advisory Council

Patient-Centered Rounding

The medical surgical unit at Big Rapids Hospital reached an impressive milestone, and the Patient and Family Advisory Council members were a vital part of the success. Nurse Manager, Natalia Vezikov, recognized a need to improve communication with patients, and engaged the PFAC for assistance. Several PFAC members volunteered to act as patients while staff and providers trialed a new process called patient-centered rounds.

The patient-centered rounds consist of:

- Provider
- Nurse
- Care manager
- Pharmacist
- Other engaged caregivers

Putting the Patient First

They gather in the patient's room to speak about care and discharge plans, with the goal to foster proper communication between the care team, patients, and their family members. This also gives the patient and family a time to ask questions about their care and address any concerns they might have.

After role-playing as patients, PFAC members provided valuable feedback to the team, including limiting the use of medical terminology and acronyms that patients may not be familiar with. They stressed the importance of including the patient in the rounds as a member of the team, as opposed to only being spoken about.

This, along with other focused efforts, has helped raise likelihood to recommend (LTR) scores, a measure correlated with overall experience, approximately 8% this year and above national benchmarks!

“The PFAC provides our teams with invaluable feedback and a fresh perspective on what our patients want and need. We have made improvements on how we give directions to our clinics, the way our nurses complete whiteboards, and how to increase use of MyHealth, all from their feedback. Our leadership team so appreciates the time they spend immersing themselves in our world, offering words of improvement and encouragement. They make us better than what we could ever be on our own.”

Caroline Ring, Chief Nursing Officer, Spectrum Health Big Rapids/Reed City



“The Big Rapids/Reed City council has grown in the past year, adding very enthusiastic members. We have worked hard to improve the patient experience through involvement in quality projects in both inpatient and outpatient services. These improvements could not be accomplished without the support of our leadership team.”

Sue Waters, Chair

Member Highlight Brad Doornbos

Can you please share your experiences with Spectrum Health?
Raising children, we had many experiences with Spectrum Health facilities. Over the course of a few years, we experienced 8 broken arms, smashed fingers, appendicitis scares, and many other ailments, which virtually put us on a first name basis with many in the Spectrum Health emergency department.

What motivated you to be a part of the PFAC?

I have grown to love the Reed City community I recently moved to and wanted to have a local impact. Being a part of a team focused on the patient experience was an exciting prospect. Not only did it afford me the opportunity to positively impact the experience of my neighbors when visiting the hospital, but it also allowed me a personal interaction with like-minded people from my community.

What PFAC accomplishments are you the most proud of?

I have been most pleased with the role playing with the nurses of Big Rapids. The situation was to simulate rounds and to give the patient's perspective on the discussion. I was able to provide feedback that each of the nurses felt would be beneficial to apply in their daily routine.

I continue to be impressed with the amount of thought and effort Spectrum Health commits to improving the experience of the patient. I recently experienced service at a different provider in West Michigan. As a result of my experience on the PFAC, I observed the actions of the staff throughout our journey, from the waiting room to our overnight care, much differently. I can see where Spectrum Health stands out above the rest.

Thanks to all of our Council Members:

Council Members

- Sue Waters, Chair
- Gail Bullard, Vice Chair
- Tea Caragao
- Janice Covey
- Brad Doornbos
- Vedra Gant
- Daniel Hall
- Joey Hirl
- Mallory Holloman
- Deana Murphy
- Nicole Nagy

Spectrum Health Leadership

- Amanda Knuth, Manager Quality, Safety and Experience
- Caroline Ring, Chief Nursing Officer, Spectrum Health Big Rapids/Reed City
- Mary Kay VanDriel, President, Spectrum Health Big Rapids/Reed City



Cancer Health Patient and Family Advisory Council

The Path of the Patient Through Radiation Oncology

This year, the Cancer Health Patient and Family Advisory Council spent time walking the path of the new radiation oncology patient. Welcome packets that are sent prior to the first appointment were mailed to council members for their evaluation. Packets included:

- Welcome letter with appointment information
- Explanation of Radiation Oncology services
- Authorization to involve others in their care
- Health information form
- Map of the medical center

Empathizing with the overwhelmed state a new patient may be experiencing, council members provided recommendations to simplify and personalize the contents of the packet to help reduce anxiety and build confidence in the care team.

Simulated Visits. Real Results.

PFAC members also spent time in the Radiation Oncology space at the Lemmen-Holton Cancer Pavilion. They participated in simulated patient visits that included a consultation, nurse education, and the radiation oncology visit. PFAC members shared the range of emotions of the patients and families and the continuous need for education throughout the weeks of radiation treatment.

“This is exactly what I was needing for our area. A fresh set of eyes and ears from the PFAC to review our scripting for patients who are new to our service was needed. The input has helped us improve on wayfinding directions and the type of information provided in our new patient welcome packets.”

**Kristine Roundtree,
Director, Radiation Oncology**

“It has been a pleasure representing a diverse group of cancer survivors and caregivers who, in tandem with a top-notch Spectrum Health leadership team, continue to lead the charge for compassionate, patient-driven health care.”

Don Pleune, Chair



“We have had such a fun and impactful year with the Cancer Health PFAC members. All of our members bring a unique perspective from their own journey. The Cancer Health PFAC has been instrumental to improving and identifying gaps in our programs and services. They were influential in bringing about a support group dedicated to caregivers and discussing potential future endeavors into virtual support groups.”

Angie Ditmar, Vice President, Operations, Cancer Health



Thanks to all of our Council Members:

Council Members

Don Pleune, Chair
Heather Gluszewski,
Vice Chair
Deb Anderson
Bert Elliot
Bryan Honorable
Karen Otto
Kathy Riebel
Danielle Sidock
Ellie Wilcox

Spectrum Health Leadership

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Operations, Cancer Health
Mary Dougherty, Director,
Inpatient Oncology and Medical
Surgical Services
Patricia Jereck, Director,
Operations, Cancer and
Hematology Centers of Western
Michigan
Gerri Roobol, Director, Cancer
Services

Member Highlight Ellie Wilcox

Can you please share your experiences with Spectrum Health?

In 2000, several weeks into my senior year at Kenowa Hills High School, I started to feel extremely tired. I was experiencing nose bleeds, bruising and severe headaches. My pediatrician shared the news with me that my blood test revealed something serious was going on in my body. I drove to the hospital to meet with Dr. James Fahner, Division Chief for pediatric hematology and oncology at Spectrum Health Helen DeVos Children’s Hospital. Dr. Fahner gave me the diagnosis: Leukemia, specifically High Risk Acute Lymphoblastic Leukemia (ALL). I received chemotherapy for nearly 3 years and am now a cancer survivor. Today I am a wife to my husband, Travis, and a proud mother to my 2-year-old daughter, Quinnlyn. I work for Make-A-Wish Michigan in fundraising to help make wishes come true.

What motivated you to be a part of the PFAC?

I wanted to be part of the Cancer Health PFAC because this was an opportunity to give back to Spectrum Health and help others experiencing a cancer diagnosis. This would provide me with a way to shed light on improving care for others and if I can help someone, then I am all in.

What PFAC accomplishments are you the most proud of?

I am proud of the work we do to improve the process and care for cancer patients. I am proud to serve as a voice for pediatric cancer survivors and survivorship. I am passionate to serve on a group focused on process improvement and feel that our voices are heard by the staff and leadership.



Cardiovascular Health Patient and Family Advisory Council

Vascular and Vein Center

The Spectrum Health Medical Group Vascular and Vein Center is dedicated to the diagnosis and treatment of vein health with personalized plans for the treatment of varicose veins, spider veins, and chronic venous insufficiency. The move to a new location and the desire to grow the Vein Center, led leadership to look to the Cardiovascular Health Patient and Family Advisory Council for direction on this unique and expanding service.

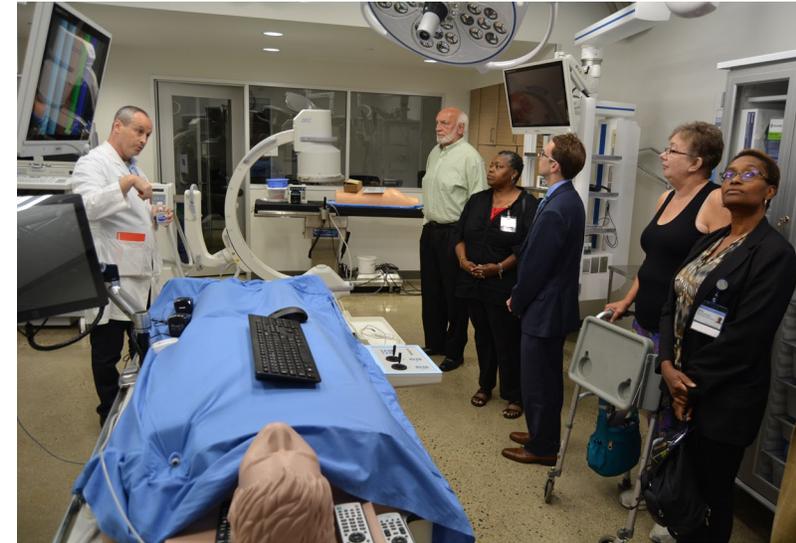
To provide personalized interactions and easily obtain information about the Vein Center services, council members were put to work. They evaluated the scheduling process by making calls to the office for information about procedures, the care team, and appointment availability. They also provided valuable perspective on the digital experience by researching the Vein Center's online presence and comparing it with competitors.

Based upon their input, the phone tree was simplified to provide a better experience for callers. Selection options were minimized to provide simplicity to the caller. To allow for a personalized visit, the office is now giving patients the choice between having the visit and imaging during the same appointment, or on separate days. PFAC members reviewed and offered input on the new patient education packets.

A Spa-Like Experience

Many of the procedures at the Vein Center are cosmetic and elective, PFAC members evaluated the clinical space with a consumer mindset. They expressed a desire to offer a spa-like feel within the clinical space. Focusing on first impressions and the overall look and feel, the PFAC input resulted in a remodeled waiting room with additional directional signage throughout the suite. Council members also recommended integrating amenities such as snacks, drinks, robes and socks.

Tammaire Longelie, Supervisor of the Vascular and Vein Center shared, "As a leader, I love the opportunity to hear straight from our patients. I have always had such a positive experience with every member of the PFAC. Being able to hear their feedback and use that to make a difference is very empowering as a leader. I look forward to working with this team in the future and am excited to continue to share the improvements we have made based on their ideas. This group leaves a big imprint on many patients and we appreciate them very much."



Member Highlight Sheila Hendrix

Can you please share your experiences with Spectrum Health?
Spectrum Health has been a part of our lives for as long as I can remember. It is where we go for any emergency, and most of our doctors too. It feels like home; I feel out of place anywhere else.

What motivated you to be a part of the PFAC?
In 2012, I had double bypass open heart surgery. It was the scariest thing I had ever experienced. My cardiologist and her team were the best and very attentive to my needs. We truly worked together as a team and she referred me to the PFAC. I was excited to be included in something that would allow me to be a part of progression and growth.

What PFAC accomplishments are you the most proud of?
I am proud of all the accomplishments the council has made. I feel that my input matters to Spectrum Health. I always look forward to hearing the other council members, their experiences and their input too. It is encouraging to see that Spectrum Health is constantly striving to do what is best for patients and their families. I am very proud to be a part of the PFAC.

“2018 was a very strong year for the Cardiovascular Health PFAC. We were able to have a positive impact on engaging families with Advance Care Planning for transplant and ECMO programs. Our council is made up of a fully engaged team, willing to respectfully share and learn from each other. The council is well prepared to have a positive impact on the organization for years to come.”

Michael Weiden, Chair

“It is an immense honor to be part of the PFAC. Hearing from our patients on what they expect from us regarding their care gives us a unique perspective. Health care seen through the lens of the patient, the ill, the person in pain and the person who is afraid is a totally different viewpoint than the lens of the physician, the nurse, or the health care worker. This has been evident with the work we have focused on this year with our Vein Clinic, developing standards of care with family care conferences in the ICU and our staffing models. We strive to improve and perfect our processes to ensure the patient experience is seamless. The PFAC is an integral part of our team.”

Penny Wilton, MD, Department Chief, Cardiovascular Health



Thanks to all of our Council Members:

Council Members

Michael Weiden, Chair
Arlene Hendricks Potter, Vice Chair
Doug Battjes
John Baxter
Andrew Bixel
Dick de Spelder
Cathy Forbes
Doug Haan
Sheila Hendrix
Wanda Kok
Art Ledin-Bristol
Nick Paradiso

Spectrum Health Leadership

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Tracey Burke, Vice President, Cardiovascular Health
Jason Dettwiler, Director Operations, Cardiovascular Health
Colleen Tacoma, Director, Critical Care Cardiothoracic & Cardiovascular Nursing
Penny Wilton, MD, Department Chief, Cardiovascular Health



Spectrum Health Continuing Care Patient and Family Advisory Council

Statewide Spectrum Health At Home

Spectrum Health At Home leaders shared their strategy to extend their reach throughout Michigan with the regional PFACs. Council members provided input on the community's current perception of home health care and gave personal examples of struggles they've experienced. They recommended patient education materials be made more widely available, and shared the value of offering all the services within the same health system.

Setting Up Expectations for the Home Health Patient

Based on PFAC recommendations from last year, the team from Visiting Nurse Association (VNA) implemented an appointment setting white board calendar

and it has been a huge success. Leaders want to exceed patient expectations and further improve the patient experience. The PFAC reviewed materials that patients receive when they begin services with Spectrum Health At Home. They recommended segmenting the education materials to allow them to be customizable to the patient. Council members shared that this may be the first time for patients to have in home care and they may not know what to expect.

Carol Health

Spectrum Health Innovations partnered with Continuing Care leadership to pilot a new program called Carol Health.

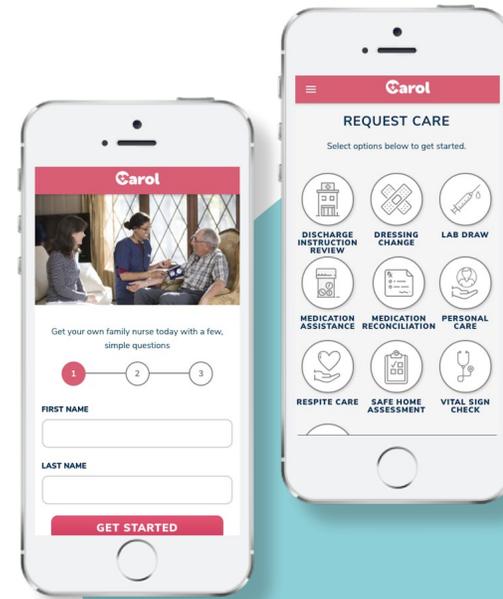
Carol Health is a medical home care app that connects nurses and patients, wherever and whenever they are needed. For a nominal fee, a registered nurse can be called

to a patient's home within an hour to provide a variety of medical services. To meet the needs of patients being cared for at home who may not need a long term home health solution, Carol Health can assist with:

- Wound dressing changes
- Vital sign checks
- Medication assistance
- Basic health assessment
- Lab draws

This on demand medical home care service can be accessed by phone, online, or on the mobile app.

PFAC members provided feedback on the website by focusing on what patients need to trust a digital service. They recommended highlighting the competency of the nurses and clarifying available services and payment methods. The website now offers more detail based on the feedback provided.



“I am most proud of our PFAC's ability to provide significant input to Spectrum Health leaders on several issues, especially Carol Health and the VNA patient intake procedures.”

George Conrade, Chair

Member Highlight MaryAnn Alliston

Can you please share your experiences with Spectrum Health?
My husband was diagnosed with a rare form of cancer in 1989. We have been able to find physicians and services in the specialties that we've needed, and were able to move most of his care locally. The standard of care in Butterworth Hospital is excellent when he's required hospital stays, and we've been very impressed with the level of professionalism. When my husband needed rehabilitation services, we were very pleased with the Spectrum Health Neuro Rehabilitation Center on Kalamazoo Ave. in Grand Rapids.

What motivated you to be a part of the PFAC?
I welcomed the chance to participate on the Continuing Care PFAC. My husband's 29 years in the medical system have given me a unique perspective from a caregiver's point of view - the good, the bad, and the areas of opportunities for improvement. I believe that I can make a difference in not only assisting Spectrum Health to accomplish its goals and excellent standards of service, but in the medical system in our country overall.

What PFAC accomplishments are you the most proud of?
We've had the unique opportunity to interact with professionals from different aspects of service. I've been very impressed with leaderships' willingness to engage, listen, learn and implement from the PFAC input. We have the opportunity to make a difference in the future, and this is my motivating factor in staying involved in the PFAC.

“We are grateful to our PFAC for their dedication and commitment to improving the care and services we provide. Our Council has been instrumental in driving us to improve the patient experience through our Rehab, Long-Term Care, and Hospice programs. We appreciate their energy and passion, as well as their ability to positively challenge and hold us accountable!”

Chad Tuttle, President, Spectrum Health Continuing Care



Thanks to all of our Council Members:

Council Members

- George Conrade, Chair
- Lindsay Rines, Vice Chair
- Mary Ann Alliston
- Rose Black
- Art Felix
- Fran Grant
- James Haan
- Marion Harwood
- Darrell Paige
- Linda Raterink

Spectrum Health Leadership

- Heather Dyke, Executive Assistant, Spectrum Health Continuing Care (Council Support)
- Malachi Hooser, Improvement Specialist, Patient Relations
- Karen Pakkala, Chief Operating Officer, Spectrum Health Continuing Care
- Kim Smith, Director, Sr. Rehab & Nursing Centers, Spectrum Health Continuing Care
- Chad Tuttle, President, Spectrum Health Continuing Care



Digestive Health Patient and Family Advisory Council

Making the Rounds

For the past three years, the Digestive Health unit at Blodgett Hospital has successfully implemented Interdisciplinary rounds (I-rounds). Each morning, the care team (physician, physician assistant, nurse, pharmacist, and care manager) sees each patient and reviews the daily plan of care, medication changes, and plans for discharge. This unit has continuously been meeting and exceeding expectations with their patient experience scores. With the mindset that there is always opportunity to improve, Director of Blodgett Administration & Med/Surg., Nardos Osterhart, and Nurse Manager, Erin DeJong, invited the Digestive Health Patient and Family Advisory Council members to join I-rounds.

Making Their Recommendations

PFAC members shared observations and provided recommendations to improve. The professional and caring manner of all of the Spectrum Health providers and care team was definitely visible. They noted that including the pharmacist as a part of I-rounds is extremely beneficial, as many patients are discharged with new, and possibly confusing, medications.

Making a Difference

The care team also discovered areas of opportunity to improve the patient experience. One change, already implemented, was communicating the purpose of I-rounds to patients upon arrival to the room. Because they bring in multiple

mobile computers, this introduction explains the value of immediate charting. While computers are necessary to document the medical records, the members encouraged the care team to be aware of body language and maintaining eye contact. PFAC members also re-scripted questions that are asked to be more directive rather than open ended. They shared that patients often don't know what to ask, especially if it's a new experience.

Martin Luchtefeld, MD, Division Chief of Surgical Specialties stated, "I enjoyed hearing from our PFAC members on the I-rounds; it confirmed that we are doing the right thing for our patients and the recommendations that they provided were very helpful. While we have been rounding in this manner for a number of years, it helped us to refocus our conversations on our patients."

“Discovering ways to improve communication and eliminate barriers that can hinder patient care and recovery has been the main focus of the PFAC this year. We have concentrated our efforts on increasing whiteboard use, identifying wayfinding and transportation issues, emphasizing the role of nutrition, and improving MyHealth and patient privacy concerns. Spectrum Leadership is continually bettering the patient experience by translating PFAC input into tangible changes that positively affect patients each day.”

Christine Kalinowski, Chair



“I have really enjoyed this past year with the Digestive Health PFAC and I value the time that they share with us. Rounding through our endoscopy space gave us a perspective on their first impressions and how it can be better. We have leveraged their voice to make future improvements.

They have been able to influence so many of our points of patient interaction, from participating in our I-rounds at Blodgett to reviewing our written communication to new patients. It's been a great experience to hear directly from our patients to improve care.”

Martin Luchtefeld, MD, Division Chief, Surgical Specialties



Thanks to all of our Council Members:

Council Members

Christine Kalinowski, Chair
Cliff Kopp, Vice Chair
Marti Alexander
Megan Lynch-Kornoelje
Lauren Nowak
Pat Reagan
Mike Rossman
Ben Wrigley

Spectrum Health Leadership

Brad Crawford, Vice President Operations, Digestive Health Services
Christina Gaydou-Pittman, Operations Director, Digestive Health Services
Michael Harrison, MD, Department Chief, Digestive Health Services
Martin Luchtefeld, MD, Division Chief, Surgical Specialties
Randy Meisner, MD, Physician Gastroenterology
Nardos Osterhart, Director Blodgett Administration & Med/Surg.

Member Highlight Lauren Nowak

Can you please share your experiences with Spectrum Health?
My entire family trusts Spectrum Health with our health care. When we moved to West Michigan over 3 years ago, I wanted to make sure that we were being seen by the best doctors in Grand Rapids. We have been able to find primary care doctors and specialist that have treated us at a high level with a goal of keeping us happy and well.

What motivated you to be a part of the PFAC?
As someone living with Crohn's disease, I want to be able to make a difference in the gastrointestinal (GI) community on behalf of the patients of Grand Rapids. I have experienced care in other states and strive to bring best practices to Spectrum Health. I want to see Grand Rapids as a top GI location for years to come.

What PFAC accomplishments are you the most proud of?
I am most proud of the perspective I have been able to bring to the council from other health care systems. I am always challenging Spectrum Health to think broader and continue to strive for more. I stay involved with the PFAC because I see the doctors and leaders on our council listening to our feedback each meeting. We have been able to see changes based on our feedback and that's so encouraging.



Executive Patient and Family Advisory Council

The Patient's Perception of Quality, Safety & Experience

From the patient's perspective, how are quality, safety and experience defined? This was a question that Spectrum Health leadership wanted to better understand, and brought the topic to the Executive Patient and Family Advisory Council. PFAC members shared their expectations of Spectrum Health as patients, citing the importance of scheduling appointments, wayfinding and navigation, and the quality of the care they receive.

Patient Expectations

Upon evaluating the definitions of these three areas, it was quickly realized how closely they intertwined in the eyes of our patients. PFAC members shared that they expect Spectrum Health care teams to keep them safe, offer high quality care, and have an exceptional experience throughout all interactions. Some common themes they felt were imperative in the care received were around:

- Compassion
- Respect
- Transparency
- Privacy
- Being known

Systemwide Impact

Throughout the year, the Executive PFAC has worked with leaders to give insight into what matters most to patients. In continuing the conversation around coordinated care, they were introduced to a new methodology for prioritizing improvement efforts in Quality, Safety and Experience. Through this methodology, Spectrum Health is aligning the system around improving Sepsis mortality rates, decreasing 30-day readmissions, and improving Likelihood to Recommend (LTR). PFAC members supported the alignment and shared the value they see in the whole system working together to make the biggest impact for our patients and families.

“The Spectrum Health Patient and Family Advisory Councils are a genuine and ongoing example of patient and family engagement. It has been an honor to be the 2018 chair of the Executive PFAC and serve as a disruptor to the status quo. Spectrum Health leaders are true professionals who put the patient and family first.”

Dan Ford, Chair

“As we continuously work to improve our delivery of care, PFAC members provide a unique lens giving us the patient perspective. We value their collaboration as they represent the community beyond themselves and are grateful for their willingness to challenge us to be the best we can be.”

Darryl Elmouchi
President, Spectrum Health Medical Group
System Chief Medical Officer



Member Highlight Dan Ford

Can you please share your experiences with Spectrum Health?
My personal experiences in the short time I've lived in Rockford are all outpatient, and all positive (Emergency Department and the Integrated Care Campus in Rockford). I moved here from Tucson, AZ in 2012 to be closer to my children and grandchildren.

What motivated you to be a part of the PFAC?
After years as a health care executive search consultant, I wanted to give back to the health care field and my community. I am also a patient safety advocate, following a medical error tragedy in my family. I was introduced to the PFAC leadership team and was excited for the opportunity to join.

What PFAC accomplishments are you the most proud of?
Spectrum Health invites and values the candid, genuine voice of the patient in various ways, including all of the PFAC meetings, representation on a number of committees, Process Improvement events and senior executive candidate interviews. Blending knowledge from my career in health care consulting and passion for patient safety advocacy has enabled me to contribute to these roles. Each PFAC member brings different and valuable life experiences.

Thanks to all of our Council Members:

Council Members

Dan Ford, Chair
Wally Wasilewski, Vice Chair
Katie Canfield
Bert Elliott
Anita Jones
Bishop Dennis McMurray
Tiffany Norde
Gary Wade

Spectrum Health Leadership

James Bonner, Sr. Director, Patient Experience
Brian Brassler, Senior Vice President, COO, Delivery System
Darryl Elmouchi, MD, President, Spectrum Health Medical Group / System CMO
Tina Freese Decker, President & CEO, Spectrum Health
Leslie Jurecko, MD, Vice President, Quality, Safety & Experience
Gwen Sandefur, President, Spectrum Health Hospital Group



Gerber Memorial Patient and Family Advisory Council

The Care Team

With the goal of improving communication between the patient and care team, Spectrum Health Gerber Memorial's leadership engaged the Patient and Family Advisory Council for help. The leadership asked the PFAC to participate in the interdisciplinary rounding that happens for patients under the care of the hospitalist team. Rounding at a consistent time each day, the care team consists of:

- Provider (Physician or APP)
- Bed side nurse
- Pharmacist
- Care manager
- Dietician

The care team conducted simulated rounds with the PFAC to highlight the actionable steps they have taken to ensure that patients and families are included in the care plan.

A PFAC member had a recent experience prior to the new interdisciplinary rounds and shared their wish that this was the care model they had been able to experience. Providing their first-hand experience of feeling overwhelmed, they see the new rounding schedule and process as a great benefit to all. PFAC members appreciated the amount of focus that is placed on the patient. Even during the simulated rounds, they felt the caring nature from the entire care team.

Meleah Mariani, Chief Nursing Officer shared, "Through the engagement, we make better decisions because our PFAC members help us see ourselves through the lens of the customer, this view is invaluable and we cannot thank them enough."

“I am so pleased with the diverse backgrounds, experiences, and perspectives of our council members. It provides for rich discussions and differing feedback that our leadership embraces as they seek to serve each person as a respected individual.”

Barb Geno, Chair



“Our PFAC is a special group and we are filled with gratitude for the time they give to help us continuously improve our processes and services. Over this past year, they have participated in care processes such as interdisciplinary rounds. They round in our departments and provide valuable input when we are introducing a change.”

Meleah Mariani, Chief Nursing Officer, Spectrum Health Gerber Memorial

Member Highlight Ryan Coffey Hoag

Can you please share your experiences with Spectrum Health?
Over the past 15 years, Spectrum Health has provided comprehensive, high quality care to our family. From births, surgeries, allergic reactions, child disabilities, a spontaneous coronary artery dissection and cancer, Spectrum Health has been there for us, helping us through some of life's greatest and most challenging moments. Through it all, Spectrum Health caregivers have provided personal, compassionate and patient-centered services that gave us comfort and peace of mind during our most difficult times. We feel truly blessed to have Spectrum Health as part of our West Michigan community and our family.

What motivated you to be a part of the PFAC?
Accepting an invitation to become a member of PFAC was an easy decision! It is an honor to be of service to Spectrum Health, which has given so much to our family. By providing Spectrum Health with guidance from a patient perspective, PFAC members can help enhance the quality of services for future patients. As a PFAC member, it is very encouraging to see Spectrum Health value our efforts and integrate them into their service delivery and organizational culture.

What PFAC accomplishments are you the most proud of?
During my time on PFAC, I am most proud of our efforts to drive exceptional value. These efforts have positively impacted patient experience and quality, particularly around staff interactions with patients and family members, telephone call systems, waiting rooms and hospital check-in procedures. Spectrum Health leadership encourages my continued involvement with PFAC by promoting a positive and effective environment of excellent communication and participation, driving action and implementation, which improves overall patient care and experience.

Thanks to all of our Council Members:

Council Members

- Barb Geno, Chair
- Mary Rottier, Vice Chair
- Gabrielle Blackwell
- Ryan Coffey Hoag
- Nathan Hickman
- Jeffery Murchison
- Julie Sanders
- Helen Taube
- Joyce Winchel

Spectrum Health Leadership

- Sharon Boczkaja, Patient Experience Spec. Sr. Spectrum Health Gerber Memorial
- Lisa Jahr, Executive Assistant, Spectrum Health Gerber Memorial (Council Support)
- Shelly Johnson, Chief Operating Officer, Spectrum Health Gerber Memorial
- Randy Kelley, President, Spectrum Health Gerber Memorial & Ludington
- Meleah Mariani, Chief Nursing Officer, Spectrum Health Gerber Memorial
- Randy Stasik, Former President, Spectrum Health Gerber Memorial



Helen DeVos Children's Hospital Family Advisory Council

Safety & Patient Experience

Throughout the year, the Helen DeVos Children's Hospital (HDVCH) Family Advisory Council (FAC) has worked intently to help leaders align safety and experience from a parent's perspective. They developed a collaborative relationship with HDVCH safety specialist, Heather Githu, to further understand the work surrounding safety. The main goal is to provide a safer environment for kids, and Heather shared projects in development and received the parent perspective on ways to best handle safety events. Rather than a reactionary approach, council members shared their appreciation of the proactive approach to assure safety, including family involvement in the process.

Practice Makes Perfect

In order to grow and become proficient at our jobs, there are opportunities to "practice" various situations. Sue Teman, HDVCH Improvement Specialist, manages the simulation lab and programs for allowing teams to sharpen their skills. Sue shared that simulation opportunities allow for continual growth and development to expand capacity, and is a top patient safety strategy. Council members visited the sim lab and discussed ways they could offer the parent's perspective for teams during their sim lab experiences. These opportunities allow the team to identify barriers and obstacles for the safest patient care, and remind providers that parents are part of the care team.

Clearer Communication

One common theme important to council members is communication. As they gave feedback each month, it was clear that they valued the ways in which health care teams communicated with families. They shared that they could only be active participants in their child's care if they were included in the conversation. One example of this was the process of discussing new spirometers, a device used to help with breathing, with parents. While the device used to improve the lung capacity of their child is important, they gave more feedback on ways to communicate the use and value of the spirometer. They discussed when and what they wanted the care team to share with them in order to keep the parents and the patient most engaged.



“HDVCH leaders value the feedback from the FAC because it gives parents the ability to voice their thoughts on experiences. The leaders understand what is being done well and what may need work. Suggestions that we make are taken seriously impacting the community of kids that receive their care here.”

Jenni Wittenbach, Chair

Member Highlight Jennifer Briggs

Can you please share your experiences with Spectrum Health?
Our family began receiving services at Spectrum Health when we moved here in 2008. We knew we needed to find an area with a good children's hospital because our son had received his kidney transplant just a year and a half before. We were very happy from day one, and we have seen so many great programs and practices emerge in these last 10 years, from the new hospital, to new doctors, to new clinics, with improvements all along the way!

What motivated you to be a part of the FAC?

I was happy to join the Family Advisory Council a few years ago because I knew that my voice could be a helpful one. Since we had been to other hospitals and clinics within our state and even out of state, I knew I could bring different perspectives to the group. I have enjoyed speaking up for the strengths I have seen at HDVCH, and giving thoughts to improve areas of weakness. I am proud of the many improvements I have seen that our FAC has been part of and has given feedback about.

What FAC accomplishments are you the most proud of?

Improvements in safety are something the FAC often focuses attention toward, and there have been several important changes that we have had a significant role in making happen. Through FAC, I was also given the amazing opportunity to join another group within Spectrum Health that works hard to eliminate Hospital Acquired Conditions (HACs) that I feel passionately about since my son is one who could be directly affected. I enjoy the meetings and bringing a parent perspective to the Catheter Associated Urinary Tract Infections group!

The Teen Council

The Teen Council is a group of engaged 13-19 year old adolescents with a desire to impact care received at Spectrum Health. Throughout the year, the teens focus on ways to create a positive experience at HDVCH in both the inpatient and outpatient settings. To give teens a voice in how care is provided to them, they've shared their input with different providers throughout the system. Currently the teens have decided to focus on making a transition plan for all specialty clinics, so that they will be set up for success when transitioning into their adult specialists.

They've also given feedback on developmentally appropriate and stimulating activities for every teen in the hospital, offering ideas around videos to be shown on the in-house TV channel and activities that would invite teens to participate as they can. The purpose of the activities is to enhance the inpatient experience both mentally and emotionally.



Thanks to all of our Council Members:

Council Members

Jenni Wittenbach, Chair
Elissa Suarez-Soto, Vice Chair
Holly Anderton
Jennifer Briggs
Liz Buist
Rob Geer
Tamara Gooch
Katie Johnson
Peter Johnson
Muneeba Khan
Mary Jo Pletzke

Spectrum Health Leadership

Amy Fox, Director Ambulatory & Support Services, HDVCH
David Majestic, Vice President, Operations, HDVCH
Bridget Menzel, Operations Director, Spectrum Health Medical Group
Tom Revitte, Operations Director, Spectrum Health Medical Group
Joan Rikli, Director, NICU & Pediatric Services, HDVCH
Shari Schwanzl, Vice President, Operations & Nursing Services, HDVCH



Ludington Patient and Family Advisory Council

Bedside Phones

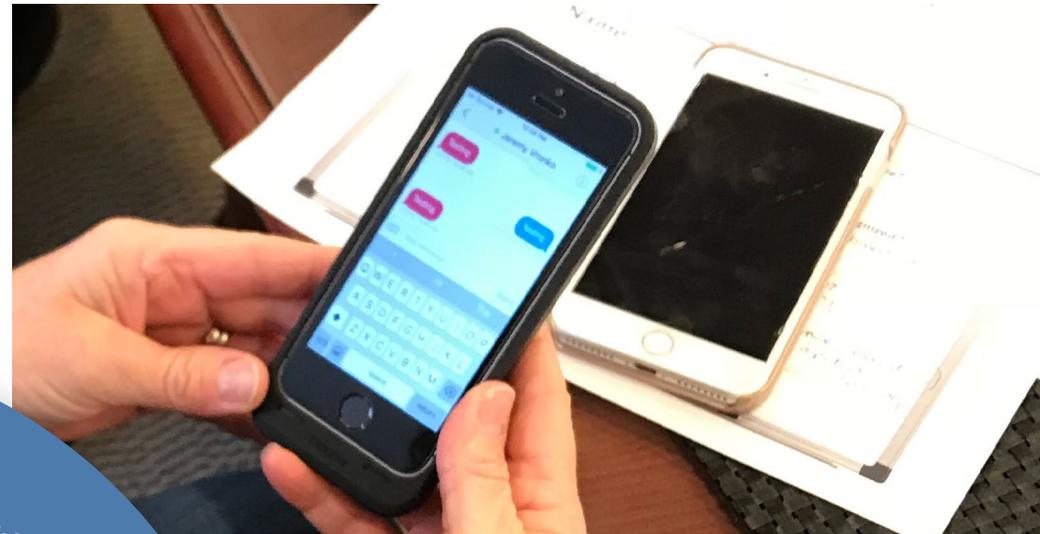
To improve communication among the care team, a new tool called the Voalte phone was introduced. This integrated communication device uses an iPhone for the bedside care team to communicate via HIPAA compliant software. This communication tool was piloted in Ludington before a rollout to the entire Spectrum Health System. Council members were able to provide input on perceptions patients and family members might have, and provided recommendations to introduce the new tool as a way to expedite and enhance patient care.

Medication Education

Another opportunity to improve communication between patients and the care team is related to medications. Leaders gathered feedback from the council to understand what patients need to gain a full understanding of new medications. The PFAC members participated in a simulated medication distribution with a bedside nurse, sharing recommendations and strategies to best engage the patient and family.

Obstetrical Renovations

For many families, the first introduction to a hospital is often through having a baby. As Ludington Hospital begins the design phase on the future renovations of this space, PFAC members rounded to provide input. They were able to share their opinions on the ideal space from the perspective of new mothers, family members, and guests. This project will break ground in 2019 and the PFAC's early engagement in the process ensures a more patient-friendly environment.



“We are grateful for our PFAC and the unique perspective only they can provide. While it’s always nice to hear the many good things that we do for our patients and families, we learn even more when we are called to look back over an experience and assess how we could have done better. PFAC members keep us focused and drive us to make the experience better for the next patient and family. We wouldn’t be where we are today without their advice and support!”

Randy Kelly, President, Spectrum Health Ludington



“Our PFAC is excited to see how our input is incorporated in several projects at Ludington Hospital, including renovations to the OB area. We have team members who have recent experience in the OB and they were eager to contribute suggestions.”

Debb Kalmbach, Chair

Member Highlight Alice Jones

Can you please share your experiences with Spectrum Health?
I’ve had extensive experience with Spectrum Health. I was born and raised in Grand Rapids and Butterworth Hospital was the ONLY place I considered. My son spent time in the NICU unit. He is now a healthy adult living in Grand Rapids.

Meijer Heart Center provided care for both of my late husbands, after experiencing heart attacks and quadruple bypasses. My late husband, Philip, was diagnosed with small cell lung cancer and all treatments were done at Spectrum Health in Reed City, Ludington and Grand Rapids. Sadly, he passed away and Spectrum Health Hospice supported us with his final wish of passing away in our Ludington home.

What motivated me to be a part of the PFAC?

I was surrounded with support from the Spectrum Health staff—emotionally, medically, and spiritually. I understand how patients and families are overwhelmed by the diagnosis and associated costs.

What PFAC accomplishments are you the most proud of?

Our support of the “go-live” of Nexus in May! It was a monumental task taken on by many and collectively brought small town Ludington to life for the local staff. The ice cream cart was a hit!

The reason behind my continued involvement has to do with my retirement. I spent 30+ years supporting my family by working for Steelcase in Grand Rapids, and now I want to give back to the community. It truly humbles me to see just how blessed I have been in my life.

Thanks to all of our Council Members:

Council Members

- Debb Kalmbach, Chair
- Alice Jones, Vice Chair
- Jim Bachelder
- Erika Burgess
- Mary Jo Claire
- Rusty Fralic
- Pam Greb
- Heather Kinnunen
- Becky Lederer
- Sue Miller
- Cindy Muzzo

Spectrum Health Leadership

- Jody French-Sroka, Manager, Quality, Safety, & Experience
- Helen Johnson, Chief Operating Officer, Spectrum Health Ludington
- Randy Kelley, President, Spectrum Health Ludington & Gerber
- Cindi Lehrbass, Executive Assistant, Spectrum Health Ludington



Neuroscience Health Patient and Family Advisory Council

Creating a Vision and Strategic Plan

Helping to develop the vision for the future of the Neurosciences Service Line, the Neuro Health Patient and Family Advisory Council partnered with leadership to ensure that the strategic priorities are focused on the patient and family.

Leadership has been working on the strategic plan and has engaged the PFAC every step along the way. In the spring of 2015, the Neurosciences Retreat was

held and PFAC members were present to help shape the specific goals that were identified to provide focus through 2021. This partnership has allowed for synergies as the PFAC has advised the leaders on care received and gaps identified.

Becoming a Leader

One goal of the Strategic Plan was to become a statewide leader in Stroke, Epilepsy, Neurovascular, Dementia, and Cognitive Disorders. As the first Joint

Commission accredited and certified Comprehensive Stroke Center in West Michigan, and the leading provider of comprehensive stroke care, Spectrum Health is committed to fostering better outcomes for stroke patients. The PFAC provided input on a new marketing campaign that will share the differences and the reasons to choose Spectrum Health for Neuro care. Because patients also come to Spectrum Health from far distances, they recommended strategies to provide care coordination with local physicians to ensure proper follow-up care.



Member Highlight Paula Termeer

Can you please share your experiences with Spectrum Health?
We've been a Spectrum Health family for many years. My parents used Spectrum Health nearly exclusively, especially as they aged. I became a frequent visitor after my son's birth in 1977, through over 300 hospitalizations and 85 surgeries, until his passing in Dec. 2016. I knew I could count on Spectrum Health for the best care, the most accurate information and treatment planning, and consistently amazing care from the staff.

What motivated you to be a part of the PFAC?

Being a part of the PFAC has provided me the opportunity to give back to Spectrum Health a little bit of what they've given me over the years. I've learned an enormous amount from providers and the PFAC gives me the opportunity to share what I've learned through my own experiences as a recipient and advocate for family members, and to be a part of the exciting future ahead for other families.

What PFAC accomplishments are you the most proud of?

I've appreciated being part of the planning process for so many current and future neuroscience programs. Ideas we have shared have already been used. I'm most impressed by the way the executive and medical staff interacts with the non-medical professional members. It's not lip service but true interest in what we have to say, what our experiences have been – positive and negative – and the contribution they see us providing.

“The PFAC has allowed me to be a part of a solution and not just a part of the problem.”

PFAC is in the position to provide feedback that could largely impact a project, process or initiative. But... PFAC also cares and we deliver smiles and encouragement too!”

Irene Marco, Chair

“Our PFAC had another very successful year and we are so grateful for the dedication towards making Spectrum Health more accessible and friendly for our patients and families. This year our PFAC coached us through invaluable improvements to MyHealth, wayfinding, transitions of care, and other important initiatives. The candor and engagement of our council members is exactly what we need in our drive to provide top tier care to our patients and community.”

Sarah Banks, Vice President Operations, Neurosciences



Thanks to all of our Council Members:

Council Members

Irene Marco, Chair
Bradley Pienton, Vice Chair
Carol Allore
Cheri Compton
Russ De Boer
Katie Dietrich
Kurt Dietrich
Nathan Hickman
Erika Pickel
Paula Termeer
Christopher Trainor

Spectrum Health Leadership

Sarah Banks, Vice President Operations, Neurosciences
Kost Elisevich, MD, Department Chief, Neurosciences
Brenda Goorhouse, Director, Operations, Neurosciences
Nicole Wills, Director, Orthopedics & Neurosciences



Orthopedic Health Patient and Family Advisory Council

Outpatient Total Joint Strategy

In response to national trends of same day care and the Centers for Medicare and Medicaid removal of the requirement for an overnight stay, Spectrum Health leadership engaged the PFAC to bring the patient and family voice as they develop the strategy for same day total joint replacements. There are several factors that led to this change in the approach to joint replacements, including:

- Reducing the cost of care for patients and payers
- Advancements in surgical techniques
- Increasing osteoarthritis leading to more total hip and knee surgeries

Embracing The Patient Perspective

Throughout the year, Ortho leadership engaged PFAC members to explore the patient perspective and learn their concerns with Outpatient Total Joint Arthroplasty (OTJA). They reviewed the selection criteria for ideal patients, after care, pain management and rehabilitation. After evaluating the current post-surgery education and inpatient care, members shared their feelings on how to ensure a successful outpatient surgery.

Spectrum Health leadership also welcomed PFAC member Steve Rosenberg as a permanent member of the team tasked with designing the new care flow. When joining the Total Joint Summit, he brought the voice of both the patient and caregiver. "I have been truly impressed with the medical staff's attention to the patients during this process," says Steve Rosenberg.

Making Recommendations

PFAC members also gave their input on all patient-facing materials that provide awareness and education regarding OTJA. After reviewing the revised Caregiver Education and Outpatient Total Knee/Hip Education classes, they stressed the need to ensure that the patient and family feel they are supported throughout the care journey. Recommendations were made to ensure successful patient outcomes, including partnering patients with a nurse navigator to serve as a single point of contact.

Healing at Home

The Recovery Planning program through Spectrum Health At Home allows for prearranged services to support healing and rehab at home between discharge and the follow-up appointment. These services can be set up prior to surgery to allow for a smoother transition of care after surgery. The council provided feedback on the best time to introduce this program, as well as create a program brochure that will effectively convey the benefits of the services at home.



“Our council has contributed to many huge Spectrum Health accomplishments this year. I have to say, I’m the most proud of our contribution to the development of the groundbreaking Outpatient Total Joint Program. This will affect patients and families for decades to come. It’s been invaluable to have an experienced group work through the nitty gritty of what such an innovative program should look like to best serve its patients. I feel blessed to have influenced such an important aspect of health care.”

Chelsee Stark, Chair

Member Highlight Steve Rosenberg

Can you please share your experiences with Spectrum Health?
My wife and I both have orthopedic history with Spectrum Health. Mine began about 9 years ago with a total hip replacement. My entire experience was smooth and uneventful. A few years later, my wife had her total hip replacement, which didn't go as smoothly as mine. Although she had some road bumps through the process, the medical team involved stepped up to direct and guide us to a successful ending.

What motivated you to be a part of the PFAC?
My motivation to join and stay with the PFAC was because I saw a real opportunity for community members to work with Spectrum leaders to make medical processes better for patients, families and Spectrum Health. Our monthly meetings require conversation and input from all members of the council. I can honestly say that while we don't always agree on topics and direction, we all listen, respect and try to reach a conclusion that will be a benefit to all.

What PFAC accomplishments are you the most proud of?
I was asked to participate in the ongoing Ortho Total Joint Summit that is in the process of setting goals and expectations of outpatient total hip and knee replacements. The patient and family are considered at all junctures of this journey, from selection of potential patients, through the surgery, and into complete recovery. I don't think patients and families will ever understand the hours behind the scenes that go into such a successful launch. The collaboration between all parties, including PFAC members, is refreshing.

“The Orthopedic Health PFAC has provided Spectrum Health with the gift of the patient and family voice prior to many of our initiatives. From a nursing perspective, I have appreciated their input on various patient education materials. They continue to engage in valuable discussion and give direction to our strategic plan. As we prepare to perform more joint replacement surgeries in the outpatient setting, it has been absolutely vital to have one of our council members at the table for all summits. I am extremely proud to be part of our PFAC and beyond grateful for our council members. We would not be moving in the right direction without them.”

Nicole Wills, Director, Orthopedics & Neurosciences

Thanks to all of our Council Members:

Council Members

- Chelsee Stark, Chair
- Laurie Supinski, Vice Chair
- Kathy Conrade
- Matt Cunningham
- Scott Huckaby
- Linda Leatherman
- Marybeth Rardin
- Steve Rosenberg
- Darrell Van Fossan
- Suzanne Van Fossan

Spectrum Health Leadership

- Sarah Banks, Vice President, Operations, Orthopedics
- Peter Jebson, MD, Department Chief, Orthopedics
- Mo Miller, Director, Operations, Orthopedics
- Nicole Wills, Director, Orthopedics & Neurosciences



Pennock Patient and Family Advisory Council

Improving Surgical and Endoscopy Centers

Pennock Patient and Family Advisory Council partnered closely with Surgical and Endoscopy Services in 2018. They closely monitored patient experience scores, reviewed the metrics, and provided relevant experiential feedback. Council members also shared positive and negative examples of care they've received and communication they've experienced.

Location, Location, Location

One aspect they evaluated was the environment of care. With an upcoming Outpatient Surgical Center remodel in mind, they were able to give input on the design, relying upon their experiences and the patient experience metrics as a guide. Council members rounded in the current Endoscopy and Outpatient Surgery location and provided feedback on the people, place, and processes. They suggested some easy enhancements that can be made until the renovation is complete.

Thinking Long Term

Because there is a long term strategy for Surgical Services at Pennock, PFAC members provided recommendations that would ensure a natural flow for the patient, their family, and the care team. Understanding that privacy is a concern in surgical spaces, they made suggestions as they reviewed the blueprints and artistic renderings.

All council members appreciated the opportunity to provide input on the physical space, but also expressed to leadership that the color of the suite does not matter; after all, it's the quality of care that's important.

“I am grateful that the Pennock PFAC has been highly engaged this year and truly committed to enhancing patient care. Their feedback regarding the patient’s journey in surgical services provided valuable insights for the development of the facility plan for a new Surgery Center attached to the hospital. They also helped open the eyes of outpatient service leaders as we seek to create an exceptional patient experience.”

Sheryl Lewis Blake, Former President, Spectrum Health Pennock



Member Highlight Sarah Reed

Can you please share your experiences with Spectrum Health?
My husband and I have grown up with Pennock Hospital. My husband was born there, as a young child I had my tonsils removed there, and I had both of my children there. A few years ago, Pennock became a big part of our lives as we cared for my aging parents.

What motivated you to be a part of the PFAC?
We have been grateful for the care given to our family, however, in 2014, my mother was hospitalized and our family was surprised and disappointed in her care. This was not the care and service we had come to expect from Pennock Hospital and I felt prompted to contact Patient Relations outlining my concerns. I was quickly contacted by Sue Kolanowski, Patient Experience Specialist. She listened to my concerns, checked into them to see if changes were necessary and got back with me.

I was then contacted a couple of months later to see if I would be part of the PFAC to have a chance to be part of making MY hospital and the patient experience better!

What PFAC accomplishments are you the most proud of?
One of the most satisfying accomplishments was the change in the lab. Our PFAC group toured and made suggestions, many of which were implemented and made a difference! I love that a large entity takes the time to actively listen and implement suggestions from those outside the health field to improve services, not for just a group, but to make each individual interaction positive, and I'm glad to have a small role in this.

“I am most proud of how our team has come together, individually and collectively, to be involved with many Spectrum Health projects. I feel that we have gained a better understanding and are more comfortable as to how we fit into strategic initiatives. The team has been together for two years and I feel really hit our stride this year. One significant accomplishment was our involvement to support the roll out of the Epic system within Pennock, an initiative that we learned about during our very first council meeting and has now come to a successful fruition.”

Jerry Downs, Chair

Thanks to all of our Council Members:

Council Members

- Jerry Downs, Chair
- Sarah Reed, Vice Chair
- Irene Ames
- Michael Anton
- June Bryan
- Sandy Campbell
- Amy Cherry
- Donna Kensington
- Megan Lavell
- Justin Peck
- Tammy Pennington
- Bonnie Rush

Spectrum Health Leadership

- Angie Ditmar, President, Spectrum Health Pennock Hospital
- Sue Kolanowski, Patient Experience Specialist, Spectrum Health Pennock Hospital
- Sheryl Lewis Blake, Former President, Spectrum Health Pennock Hospital
- Steve Marzolf, Vice President, Patient Care Services, Spectrum Health Pennock Hospital



Primary Health Patient and Family Advisory Council

Getting the Care You Need

To meet the demands of patients who need quick and easy access to health care while managing chronic diseases, the Primary Health Patient and Family Advisory Council evaluated multiple avenues for patients to have meaningful interactions with the health care team.



Spectrum Health Walk-In Clinic in Meijer

One new concept for Spectrum Health this year was to partner with a local retailer to provide low acuity care in a clinic setting. The clinic is located at the front of Meijer in Hudsonville and offers cost-effective, efficient and timely care by a Physician's Assistant. Set prices for services are posted in the clinic. PFAC members reviewed the blueprints of the new clinic and shared their expectations of receiving high quality care similar to other Spectrum Health facilities. They shared concerns about privacy and their appreciation for a place within the community that could provide quick and convenient care.

MedNow

Another avenue to receive care is through technology. The MedNow team provided an update on enhancements to the MedNow app, which has simplified the process of seeking care for low acuity needs. Recognizing a need for patients with chronic diseases, MedNow leaders shared a management strategy with the council for feedback. Three primary care offices will pilot a Chronic Care checkup program. The checkups do not require a physical exam, but help patients manage their disease by reviewing blood work, recommending medication changes, and more. PFAC members provided recommendations on how to introduce MedNow Chronic Care Checkup and helped identify questions that patients might have.



Member Highlight Kristen Myers-Chatman

Can you please share your experiences with Spectrum Health?
We have been lifelong consumers in the Spectrum Health System, from having babies (I was even born at Spectrum Health) to visits to the ED and everything in between.

What motivated you to be a part of the PFAC?
Our experiences prompted a desire to get involved and contribute to a solution. As a result, I joined the Primary Health PFAC and haven't looked back. It's been such an amazing experience working alongside Spectrum Health leadership and understanding their desire to be the best that they can be.

What PFAC accomplishments are you the most proud of?
I'm so proud of the work we've done to help create positive experiences across the system from lab to radiology to integrated health.

“Consistently, year after year, I continue to be both amazed and impressed by the Spectrum Health leadership team and their goal to be the best they can be. This year is no different. The listening, seeking to understand, and collaboration that has been consistently demonstrated makes me proud to represent the PFAC. Great work is happening as a result.”

Kristen Myers-Chatman, Chair



“The Primary Health PFAC is a great resource for me to understand what services are working and what needs attention. The group is highly engaged and extremely helpful. I often ask them what they think as we navigate new ideas for primary care. I appreciate the dedication of the members to making primary care even better than it already is. I am grateful.”

Ed Millermaier, MD, Department Chief, Primary Health



Thanks to all of our Council Members:

Council Members

Kristen Myers-Chatman, Chair
Kirstyn Monroe, Vice Chair
John Abbott
Mark Allen
Julie Alles
Samantha Mayse
Shanell Merriweather
David Moody
Carlen Seaver

Spectrum Health Leadership

Larry Genzink, Senior Director, Radiology
Erin Inman, VP Primary Health and Region Specialist
Ed Millermaier, MD, Department Chief, Primary Health
Susan Smith, Senior Director, Laboratory
Julie Wolowitz, Vice President, Radiology, Lab & Blodgett



Priority Health Member Advisory Council

Great Care is our Priority

The third party liability process happens when there are multiple options for the coverage of an incident and the discovery of who will be the primary payer. When a health claim is made by a Priority Health member, the Third Party Liability (TPL) department reaches out to that member to inquire about the accident. To improve the member experience and to ensure that the member feels they are cared for by Priority Health, the leadership engaged the Member Advisory Council (MAC) to review all member-facing interactions.

The Member Advisory Council Recommendations

The MAC provided their initial reactions as well as recommended edits to the Priority Health letter automatically generated when a health care claim is tied to an accident. The council recommended increased awareness of Priority Health's support of the member during this time. The MAC also recognized

that the third party liability process can be confusing and frustrating to members. In particular, the TPL investigative letters to members can be cumbersome, the letters are sometimes unclear and there was no opportunity presented to respond to a TPL subject matter expert. One of the MAC recommendations was to replace letters with personal phone calls to members as the initial point of investigation.

A Successful Launch

A pilot program was created in which a dedicated employee made phone calls to members for investigation of potential TPL. Initial results were positive during the first two phases of the pilot. Approximately 60-70% of the claims were resolved completely over the phone, and close to 50% of the claims were resolved in one phone call. Based on the success of this pilot program, more employees will be dedicated to phone call investigations by the end of 2018.

Educating Members

Another MAC takeaway was the need for Third Party Liability member education. The MAC expressed concern that members likely didn't understand the concept of TPL, its importance, and their role in assisting in the investigation. TPL worked with the marketing department to create member education tools, including a Frequently Asked Questions page on the Priority Health website for Third Party Liability.

"The Priority Health Member Advisory Council was an extremely valuable resource for candid feedback and creative brainstorming from the member's perspective. One meeting with the MAC spurred very real changes that will greatly enhance the member's experience," said Mark Herro, Manager, Third Party Liability.

“In the day-to-day grind of rigorous schedules and fresh problems to solve, it is sometimes easy to lose sight of why we do things. No matter what topics or initiatives we work through with our council, they always bring us back to remembering the member that is at the base of all we do. Unencumbered by our inner workings and operational challenges, they are able to offer their opinions, thoughtful insights and recommendations, and sometimes challenge us to think differently. This year, when one of our members spoke to an entire division about his experience with our plan, highlighting the things that matter most, he received a standing ovation because he helped connect that division with why every one of their roles is important to the final goal of providing an affordable health plan and caring support.”

Carol Nowak, Vice President, Enterprise Operations



“The Explanation of Benefits (EOB) has been a source of great confusion and frustration for both Priority Health members and staff. The Priority Health Member Advisory Council members worked diligently to analyze the EOB and make numerous changes, including wording, location of information, font size and style, the addition of plan details such as the amount applied towards deductibles, along with deductible open balances. The feedback so far is quite positive. We are encouraged that the upgraded EOB will eliminate many calls to customer service in the future and that means satisfied Priority Health members!”

Alix Criswell, Chair

Thanks to all of our Council Members:

Council Members

Alix Criswell, Chair
Rick Diamond, Vice Chair
Ken Chester
Stephen Durrell
Anne Edsenga
Kathryn Lewis-Ginebaugh
Terry Moore
David Schmidt
Karen Wiley
Tisha Wilson

Spectrum Health Leadership

Carol Nowak, Vice President,
Enterprise Operations
Cheryl Osentoski, Manager,
Customer Experience
Anjali Vasquez, Sr. Marketing
Specialist

Member Highlight Terry Moore

Can you please share your experiences with Spectrum Health?
What most stands out is a late night emergency visit a year ago to Spectrum Health Blodgett Hospital. Although everything turned out fine for a family member experiencing chest pains, it was an unsettling experience at first. But the expertise and the empathetic care of the medical and support staff provided a calming and reassuring presence throughout the stay.

What motivated you to be a part of the MAC?

I was inspired in two ways to be a part of the Member Advisory Council - a group image of the MAC I saw in a Priority Health subscriber mailing that included a request for new volunteers, and with a family blessed with both good health and excellent health insurance. It was the right time to give back and to make a commitment.

What MAC accomplishments are you the most proud of?

These past few years have included a blur of notable topics and outcomes. But at the core is always people making a difference. There's a culture of excellence and continued improvement in practices truly evident at Priority Health and Spectrum Health. As someone once said, "It's all about solutions, not excuses." I feel fortunate to be a member of a council made up of dedicated volunteers wanting to be a small part of those solutions.



United and Kelsey Hospitals Patient and Family Advisory Council

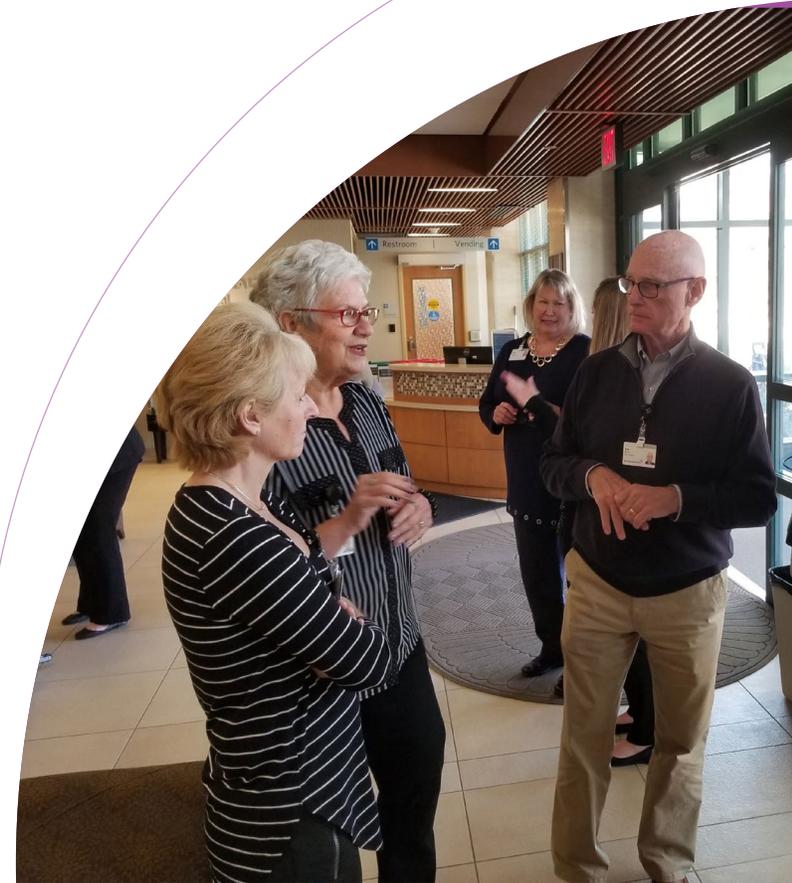
Identifying Barriers to Safety

Safety is an important element in health care, and the leadership at Spectrum Health United and Kelsey Hospitals has been dedicated to improving the safety culture. One of The Joint Commission's (our accreditation body) Hospital National Patient Safety Goals is to identify patients correctly. Patient identification errors can occur at every stage of patient care from admission to post-discharge. In order to keep patients safe, staff must use at least two ways to identify patients. The most common way of doing this is to ask patients to state their name and date of birth. This is done to make sure that each patient receives the correct medicine and treatment all of the time. The United/Kelsey Patient and Family Advisory Council members have been an integral part of creating a safety culture through the work with two patient identifiers.

Throughout the process, members felt empowered to speak up and share personal stories when their care providers failed to use two identifiers and how misidentification impacts patients and families. Through intentional rounding, members were able to provide feedback when they noticed that two patient identifiers were not used. They gave input on improvement strategies to address patient concerns. PFAC members also encouraged staff by thanking them for using correct identification measures to keep them safe. Based on recommendations from PFAC members, care team members have become more confident in always asking for name and date of birth prior to performing any test or treatment.

Experience and Safety

Council members shared with leadership the importance of having a relationship with the care team. They encouraged staff to explain that they ask for name and date of birth for their safety, and to ensure that they always provide the right care and treatment for the right patient. They also want them to empower patients to speak up if a staff member does not ask them this information. PFAC members highlighted that sharing the reasons why staff ask this and using the key term "safety" would help ease the annoyance of being asked the same information, and would foster a culture of safety.



Member Highlight James Putnam

Can you please share your experiences with Spectrum Health?
My experience with Spectrum Health United Hospital started when I found out I had colon cancer. I have been a patient with the cancer center in Greenville for two years and they have made my journey better. The care team has been so great; I consider them friends.

What motivated you to be a part of the PFAC?
My motivation to become a PFAC member was to help Spectrum Health and patients have a better mutual understanding of the patient journey. My ideas can help make a better experience for all patients.

What PFAC accomplishments are you the most proud of?
I'm proud that my ideas, especially as a patient that experiences the cancer center, can be put into place to impact care. I'm a person with a real story that can help the care teams see how patients and families are impacted by their daily work.

“I've been so filled with gratitude serving with the PFAC. Knowing how much Spectrum Health cares about their patients and the quality of care is incredible. After all of the medical challenges our family has faced, it has meant so much to me to see changes implemented from our feedback.”

Jennifer Town, Chair



Thanks to all of our Council Members:

Council Members

Jennifer Town, Chair
Don Burns, Vice Chair
Debra Bendon
Esther Crowley
Kathy Engel
Josh Gibbs
Marilyn Hansen
Gay London
James Putnam
Karen Sheppard

Spectrum Health United/Kelsey Leadership

Laura Dargitz, Administrative Assistant
Andrea Leslie, President
Percy Mahar, Chief Operating Officer
Linda Schaltz, Chief Nursing Officer
Sara Stachon-Durham, Patient Experience Spec.
Jessica Stewart, Patient Experience Spec. Sr.



Women's Health Patient and Family Advisory Council

Opening a Dialogue About Women's Health Issues

The Women's Health Patient and Family Advisory Council was challenged with sensitive conversations this year, focusing on women's physical, emotional, and spiritual well-being.

The first conversation was focused on women who have experienced a perinatal loss. PFAC members shared personal stories of loss and the support they needed throughout the care journey. This included the care received inpatient, in the medical offices, and through post-partum follow-up appointments.

The Chaperone Policy

The Women's Health PFAC partnered with Spectrum Health leaders to update the Chaperone Policy. This provides the opportunity for a patient to have an additional medical professional present for any sensitive medical exams. PFAC members shared the desire to provide a chaperone during physical exams, and empowering patients to request a chaperone in any medical setting.

Improving Sexual Health Guidance

Throughout the year, the Women's PFAC was engaged in improving the overall health and well-being of the entire woman.

The council partnered with Dr. Diana Bitner by participating in a clinical research study focusing on the need of sexual health education in the office setting. Dr. Bitner is in the process of developing educational modules for physicians to comfortably and confidently engage with their patients around the topic of sexual health. Understanding that issues are often related to other medical conditions, council members shared personal challenges they have had when seeking sexual education guidance with their care team.

“It has been an eventful year for the Women's Health PFAC. One of our council members said it best, “We are a resource rich community.” We value the opportunity to provide insight to women's health knowing that our feedback impacts the care others receive. I am always appreciative that we set goals to reach, but never forget that some of those goals may get tabled in order for us to dig deeper into identifying the gaps of patient needs and organizational processes.””

Anedra Morris, Chair

Member Highlight Sharon Loughridge

Can you please share your experiences with Spectrum Health?

As a two-time cancer survivor who has gone through chemo and radiation, and continues to be involved with specialists, I am so thankful we have such wonderful medical care in our community through Spectrum Health. Our grandchildren were all born at Butterworth Hospital and we have appreciated the loving care of nurses and doctors through the pregnancy, birthing and breast feeding support our daughters and sons-in-law have received.

What motivated you to be a part of the PFAC?

I retired three years ago from the social work field and with my health challenges, I felt compelled to volunteer in my community in a way that improves health care. The health challenges for older women are unique and I can offer my voice to be an advocate in these areas.

What PFAC accomplishments are you the most proud of?

Our PFAC has been involved in providing input to the improvements in maternity and breast feeding support to new families. We gave extensive input in the strategic planning process for women's services and in expanding information on the Spectrum Health website. Our emphasis has been on an ever-changing community and embracing diverse populations.

“I continually am amazed at the value the PFAC brings to our department. Their sincere input has helped us with many major decisions and initiatives that we have considered over the past year. Specifically, what comes to mind is the perspective they brought to our care team around the numerous sensitive topics we brought to them this year. The compassion and dedication they bring to us is inspiring.”

Melinda Johnson, MD, Department Chief, Women's Health



Thanks to all of our Council Members:

Council Members

Anedra Morris, Chair
Anna Dettmann, Vice Chair
Emily Bodenschantz
Ramon Garza, Jr.
Sharon Loughridge
Tammy Myers
Ashley Riley
Aimee Sterk
Erin Wiseman-Parkin

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Women's Health
Laurel Jander, Nurse Manager,
Women's & Infant Services
Melinda Johnson, MD,
Department Chief, Women's Health
Carolyn Leja, Director, Infant
& Women's Services
Stacey Merren, Director,
Women's Health
Nicole Turck, Vice President,
Women's Health



Zeeland Community Hospital Patient and Family Advisory Council

An Inviting First Impression

Spectrum Health Zeeland Community Hospital is currently in the process of reviewing the functionality, safety, and process of moving the patient through registration in the lobby. From initial phases, the Zeeland Patient and Family Advisory Council members have been actively involved in the planning of the lobby redesign.

“The PFAC is an essential part of our success as a health care system and is the fabric of our continuous improvement culture. The perspective, lessons learned and improvements we make through the voice of the customer continues to inspire me. As we strive to meet the needs of the community and be the leader in health care, we could not achieve our results without the impact of our PFACs, not only at Zeeland but across the system. When you pause and think about it, we have hundreds of PFAC members sharing their voice across different facets of the organization and together they raise the overall quality and patient experience. Absolutely amazing and wonderful! Our PFAC is a true strength and separates us from other health care organizations and communities.”

Ron Lewis, Regional Market Leader

Increasing Clarity and Privacy

The update of the lobby is integral to improving privacy, patient safety, and the patient experience. Currently, the patient comes through the front door and has two options – approach the information desk or approach the registration concierge. This has added confusion for patients and negatively impacts their experience. Because sound travels easily on the tile floor in the lobby, a patient checking in gives their name and birthdate, and the information can be heard by others around them, creating privacy concerns.

The PFAC has been integral in the process to redesign a patient- and family-centered entrance. Their input on the location of kiosks, the flow of the patient check in process, privacy in the space, and overall aesthetics has been helpful to leaders as decisions were made.

Thinking Beyond the Lobby

Two PFAC members, Tino Caviggiola and Sharon Tabakka, served on the redesign committee and their input prompted leaders to look at more than just that space. There are opportunities to create a more welcoming environment along the entire front corridor. Council members encouraged Spectrum Health to think beyond the entrance to the hospital and to consider separate seating areas for surgery family members, including a private consult room that creates a peaceful atmosphere. PFAC members know that patient privacy is important and wanted to see the People First concept of “Know Me” become a part of the process to make the experience personal.



“This year, Spectrum Health made many changes including leadership positions, acquisitions, and improvements to programs and processes that enhance the patient experience. Throughout this journey, PFAC members were informed of what changed and why! This validates the PFAC members’ role as a true and valued partner with Spectrum Health. Communication is essential in creating and achieving common goals while encouraging us to remain engaged and involved.”

Marie Hamilton, Chair

Member Highlight Marie Hamilton

Can you please share your experiences with Spectrum Health?
Joining the Spectrum Health team is the best decision I have ever made. Knowing their philosophy and their goals for providing patients and their families with a good experience helped minimize my anxiety when navigating my knee replacement. I felt confident my care was in “good hands”. My husband recently experienced this when he had a stroke, diagnosed in Zeeland’s Emergency Department and treated at Butterworth Hospital. Though it was very scary, my knowledge of Spectrum’s commitment to excellent treatment and compassion for their patients and family members put us all at ease. We were not disappointed!

What motivated you to be a part of the PFAC?
Several people who know my passion for problem solving to improve processes encouraged me to join the PFAC. I immediately felt the staff, the medical professionals and the leadership were dedicated to being authentic and transparent in improving the patient experience through their collaborative efforts.

What PFAC accomplishments are you the most proud of?
I am most proud that our goals are always focused on providing every patient and their family a safe environment with quality services.

PFAC has become an integral part of my life! I appreciate every opportunity, large or small, to assist in achieving our goals that will make each patient feel good about the experience they had at Spectrum Health facilities.



Thanks to all of our Council Members:

Council Members

- Marie Hamilton, Chair
- Ruth Berghorst
- Tara Buchler
- Tino Caviggiola
- Carrie Dattels
- Sue Fisher
- Randy Johnson
- Jean Mulder
- Bob Sumrall
- Sharon Tabaka

Spectrum Health Leadership

- Kerry Barkel, RN, Spectrum Health Zeeland Community Hospital
- Jane Czerew, Chief Nursing Officer, Spectrum Health Zeeland Community Hospital
- Kristen Farmer, Director, Quality, Safety, Experience
- Joe Klesney, Chief Operating Officer, Spectrum Health Zeeland Community Hospital
- Ron Lewis, Regional Market Leader



Spectrum Health complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.
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ATENCIÓN: Si usted habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1.844.359.1607 (TTY: 711).

إذا كنت تتحدث اللغة العربية، فيمكنك الحصول على المساعدة اللغوية المتاحة مجانًا. اتصل على الرقم 1.844.359.1607 (TTY: 711).