



Session Title: Breakthroughs to Evaluate your PAC's Effectiveness

Presenters: Linda Fahey, RN, NP, Kerry Litman, MD, CPPS, Mike Adamson, Susan Mahler
Kaiser Permanente Southern California

Roger Lacey : Hi Roger Lacey here from Des Moines Iowa.

Caroline DeLongchamps : Caroline DeLongchamps from Charleston, SC

Kellie Goodson : Kellie Goodson from Dallas, TX

Lindsey Galli : Thanks for joining everyone! Please place any questions for the presenters in the chat box here

Kellie Goodson : That is awesome! I've only heard of a couple other large health systems take that step.

Kellie Goodson : That should be the norm and not the exception!

Lindsey Galli : Completely agree Kellie!

Kellie Goodson : So simply but powerful! We make it so hard sometime for patients to interact with us. Love this idea with the phone system.

Lindsey Galli : We have seen this caller id issue in similar health systems. It's great to see that patients were able to inform that process. Such a simple fix for an important issue!

Caryn Anthony : I'd like to hear how this group works to build diversity and inclusivity in the council membership.

Lindsey Galli : Great question Caryn. I will bring this up during Q & A

Sue Collier : Love these simple, practical "how to" ideas

Lindsey Galli : All slides and supporting documents for this session can be found in the sessions section on the PFCC Conference website here: <https://pfccpartners.com/breakthroughs-to-evaluate-your-pacs-effectiveness/>

DIANN FOLKERSEN : Really like the Post Meeting Follow up.

Caryn Anthony : Getting people engaged works when you spend time listening to participants highest priorities and connect with their deep values.

Kerry Litman : Exactly. And in the early years we had the loudest voices speaking much more than the more thoughtful voices. The 'round robin' process, both in person and virtually, lets all voices be heard and respected.

Lindsey Galli : Great point Kerry. It is so important to create that space for all to be heard

Lindsey Galli : What other questions do participants have for the presenters?

Janice Juvrud : A great facilitator will be sure all voices are heard and other group dynamics are comfortable for all.

Lorna Tirman : when you meet virtually, and if you are looking at samples of information, for example a new discharge folder, how do you make sure everyone has a chance to look at new materials in order to give feedback during meeting

Lindsey Galli : Great question Lorna

PAMELA BREWER : Thank you so much for your commitment and passion for the patient experience!

Great presentation, I learned so much from all of you. I was honored to be a part of this amazing team in the past. Susan, Mike and Linda - so good to see and hear you. From Pamela in still scorching Las Vegas :)

Mark Witsoe : Thank you. Great presentation!

Mark Witsoe : Great.

Lindsey Galli : What is one specific idea or insight you are taking away from this presentation?

Tramaine Smith : Where on-line

Ting Pun : any initiatives at KP that is suggested from the council

Linda Starnes : The link for the slides works, but the survey and request for participation forms don't seem to be live linked... or perhaps it's just me?

Mark Witsoe : Any thoughts about getting patient input regarding pediatric services? . . . As the patient is very young and may not necessarily have the mature faculties to communicate effectively.

Linda Starnes : I really appreciate the opportunity for pre-information and prep materials! Linda Starnes, Orlando,

Mary Funseth : Good to hear what amount of time should be used for presentations to advisors.

Lorna Tirman : we started a pediatric focus group for parents input and we meet quarterly with this group

Sue Collier : 100% agree - need leadership engagement and support!

Alison Newton : We have executive leader sponsors, what is Step #2?

Robert Small : I'm a member of the KP Woodland Hills pac. I HAVE LEARNED QUITE A BIT TO PASS ON TO OUR PAC.

Kerry Litman : Great Robert, thanks!

Linda Starnes : Thank you!