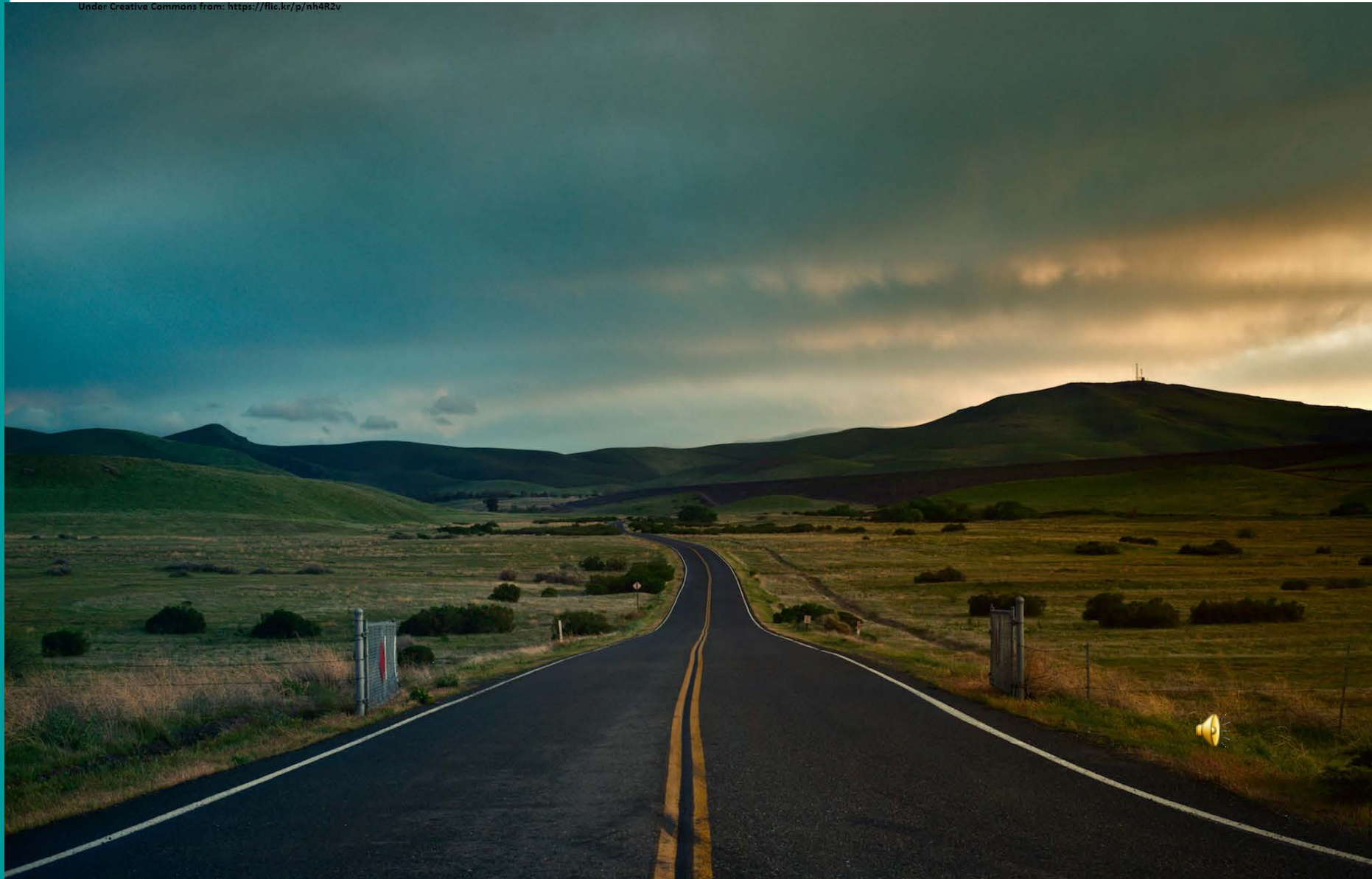


Embarking on a new journey...

Under Creative Commons from: <https://flic.kr/p/nh4R2v>



Establish PFACs Across Sutter Health's not-for-profit network - January 2016 launch



Existing PFACs scattered at various Sutter Health sites

- Mills-Peninsula
- PAMF
- Alta Bates (NICU)
- Sutter Lakeside
- Sutter Medical Center , Sacramento (NICU)



“Engage” Kick off at John Muir – February 2016

This first cohort includes eight SH inpatient affiliates



Patient & Family Engagement Team is formed March 2016

(from left to right)

- Morgan Horwood
Project Coordinator
- Roberta Mori
Director
- Suzanne Hopkins
Communications Specialist



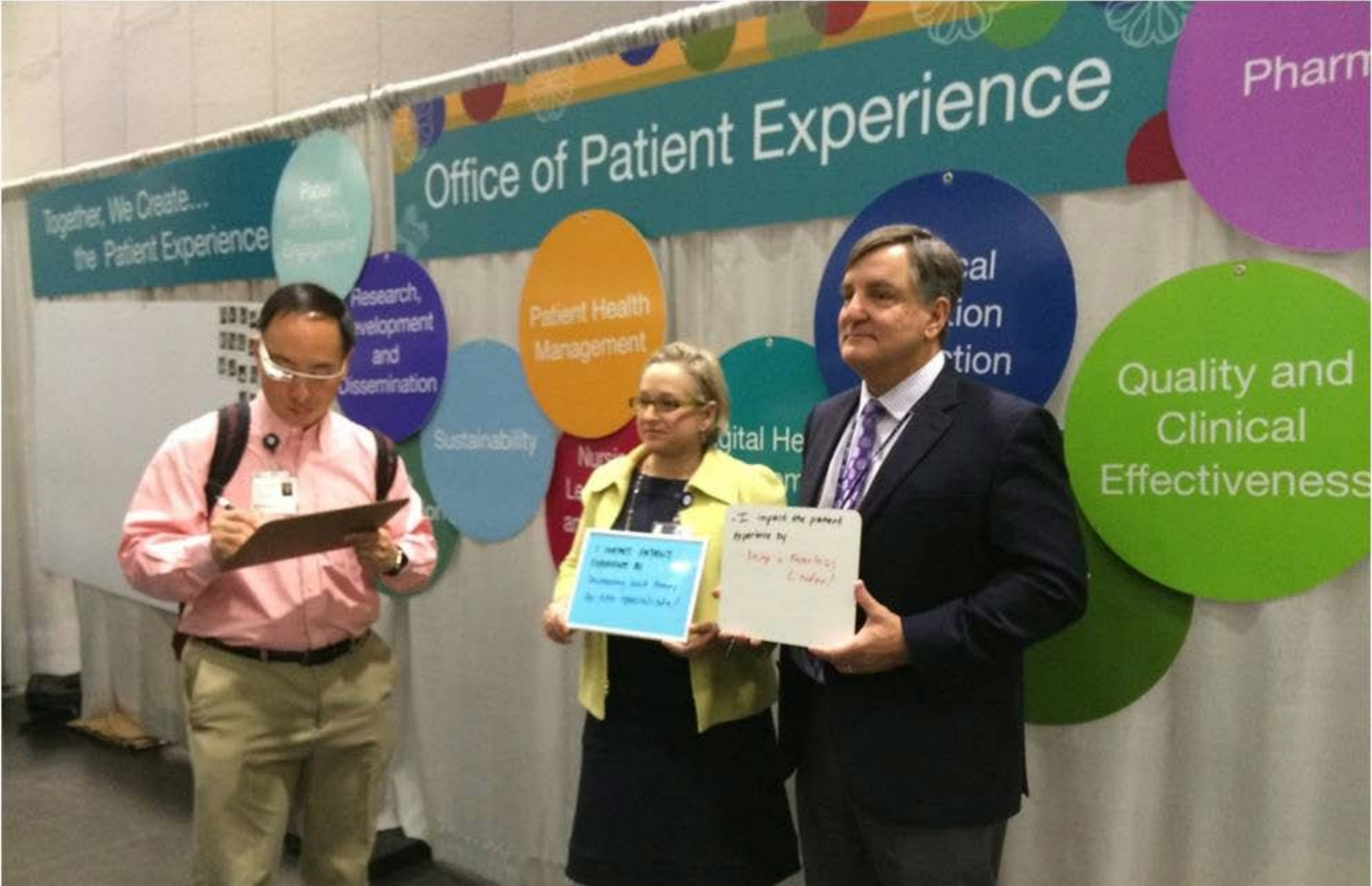
March 2016 - PFAs join the Quarterly Office of Patient Experience Meeting



Patient Family Advisors Participate in Annual Management Symposium – March 2016



Office of Patient Experience Leaders



I am the patient
experience because:

I believe everyone who
comes in contact with our
patients has the opportunity
to wow them and make the
experience great!

Together, We Create...
the Patient Experience



Group A

Group B

Group C

Group D

Group E

Group F

Group G

Group H

Group I

Group J

Group K

Group L

Group M

Group N

Networking with SRMC's Patient Family Engagement Champions



Sharing Sutter Health's PFAC Strategy with the Ambulatory Patient Experience Committee



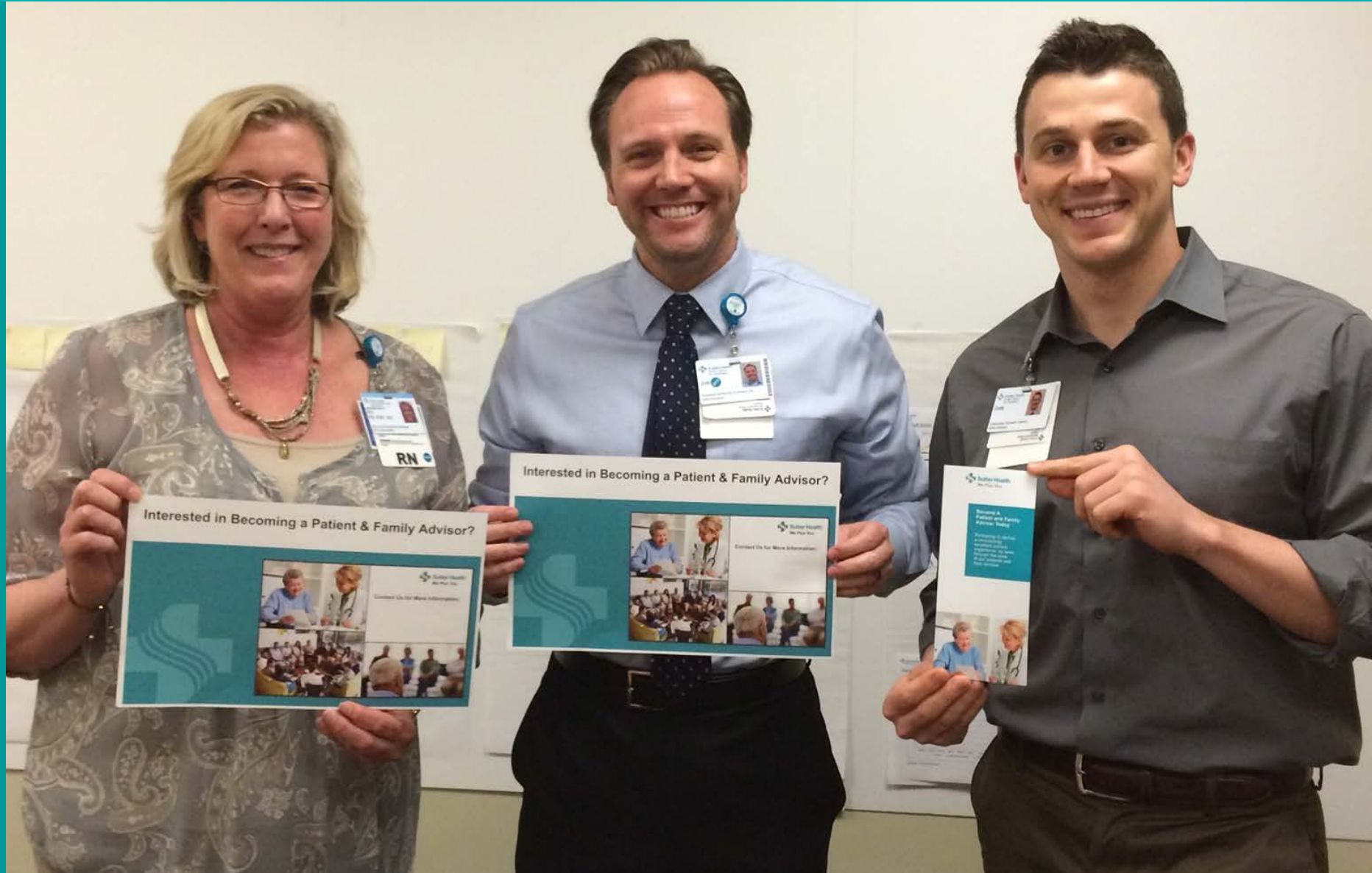
PFAs Share Experiences at Access Breakout Session



Prepping for the Journey: PFAC Participant Site Visits



Sutter Center for Psychology – April 2016



California Pacific Medical Center May 3, 2016



A bonus of a CPMC visit...The Amazing View

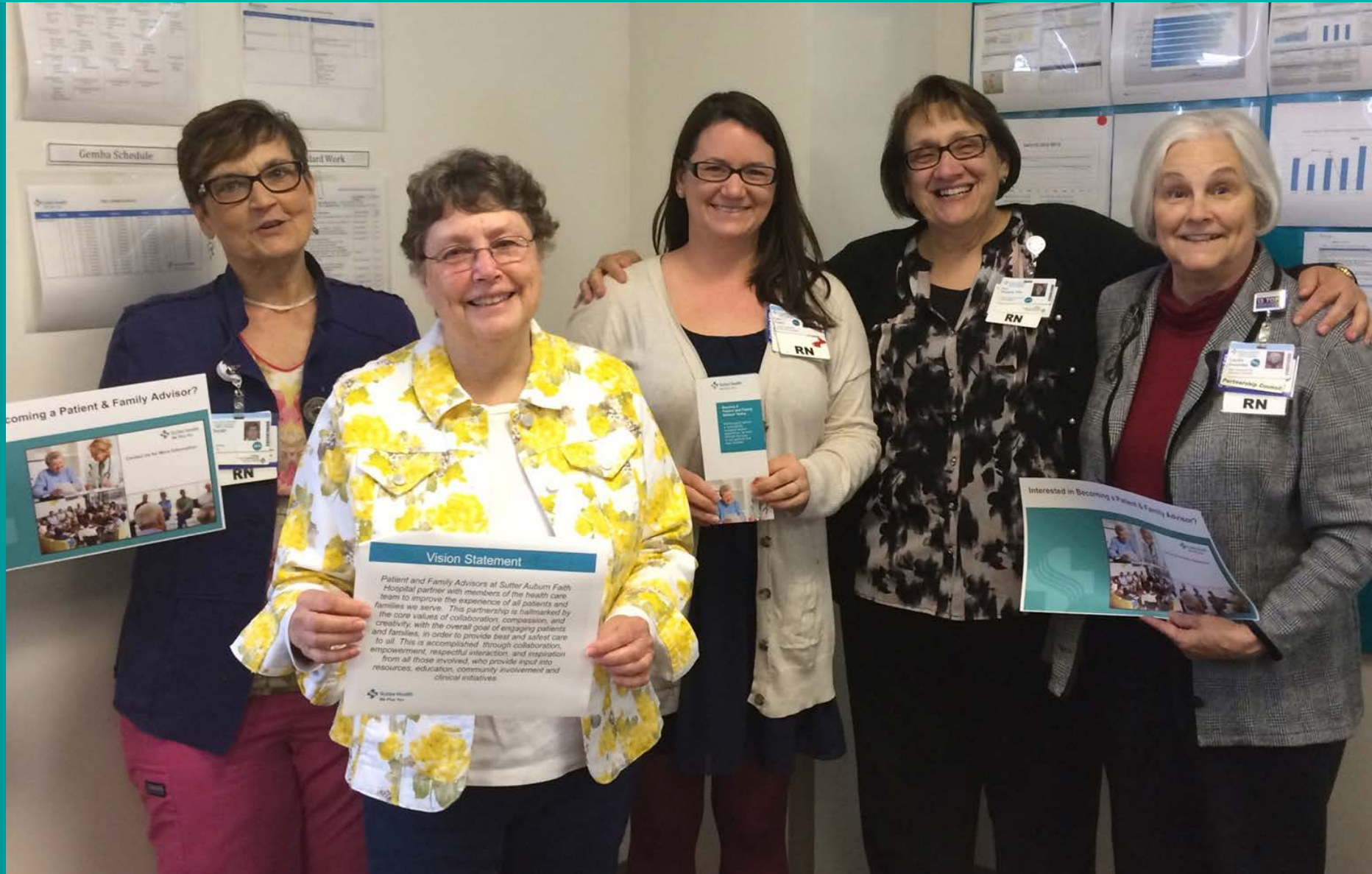


Sutter Medical Center, Sacramento

May 6, 2016



Sutter Auburn Faith Hospital – May 6, 2016



Sutter Roseville Medical Center - May 6, 2016



Sutter Health Santa Rosa Regional Hospital May 2016



Sutter Solano Medical Center – May 26, 2016



Sutter Gould Medical Foundation – May 27, 2016



Eden Medical Center – June 26, 2016



Sutter Amador Hospital – June 28, 2016



Sutter Davis Hospital – July 2016



Sutter Lakeside Inpatient and Ambulatory – July 2016



Sutter Delta – July 2016



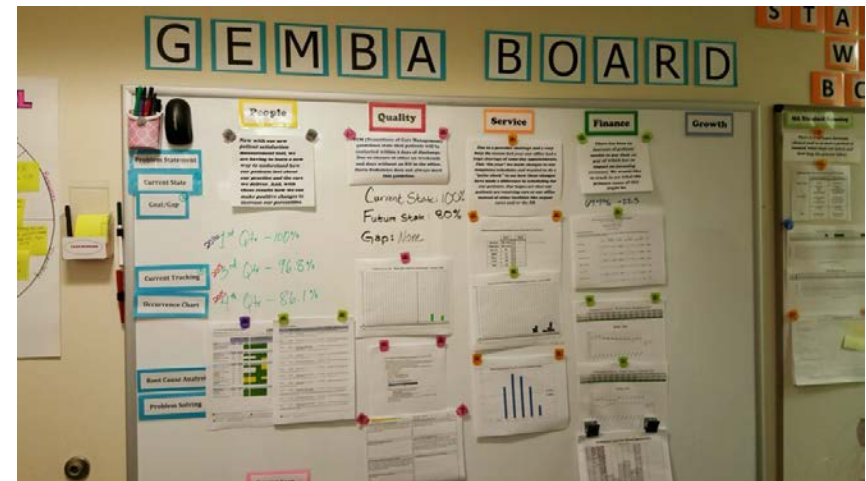
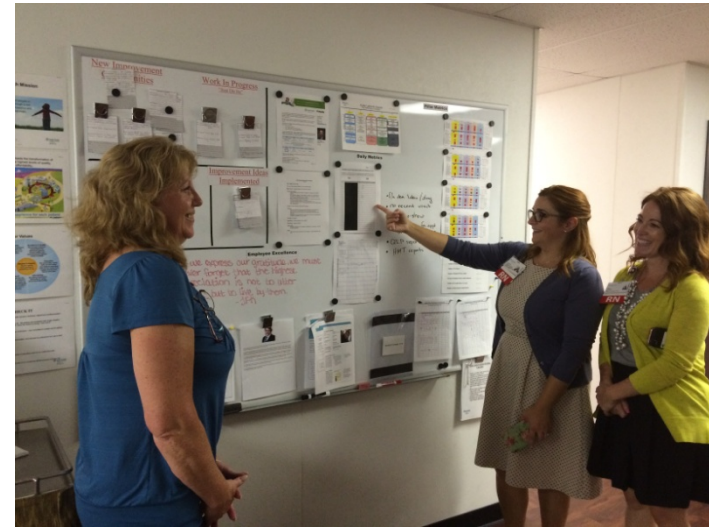
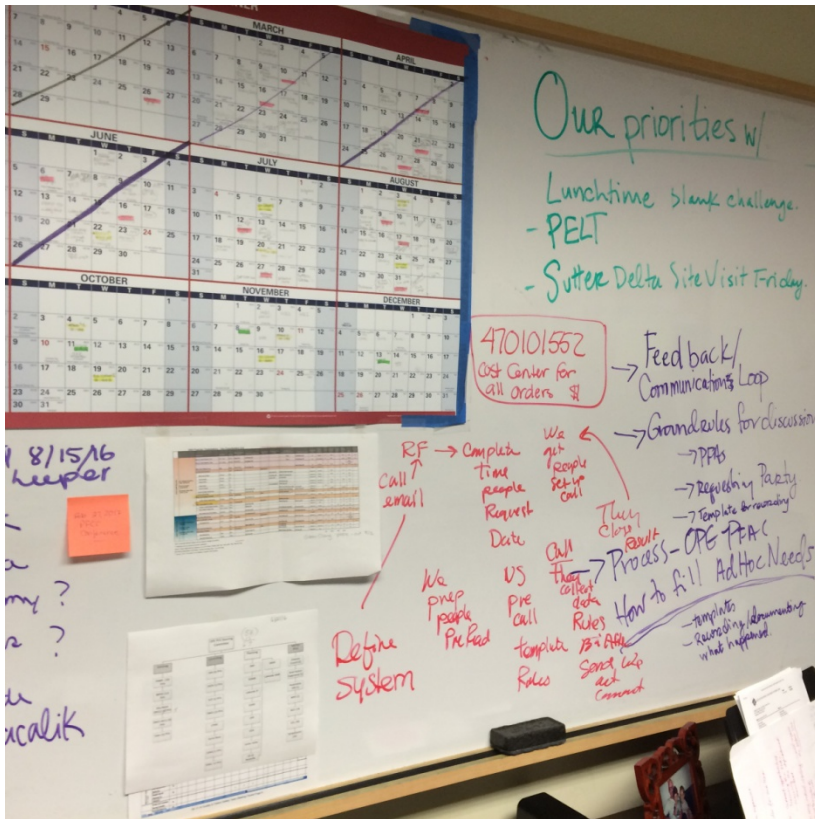
Behind the Scenes...



On the road again...and again...and again...



Planning and adjusting along the way...



Celebrating the Journey...



Sutter Medical Center, Sacramento Lean Wayfinding project with PFAs



PFAs Share Feedback on Communication Tools for the End of Life Option Act



MYHealthOnline Team Collaborating with PFAs



PAMF PFA Meeting – June 2016



PFAs join Management for Clinical Excellence (MCE) process improvement teams



Office of Patient Experience at The River Cats game



Cathy Tylenda, PFA – SMCS, proudly wearing her new badge



New PFA Orientation at Sutter Roseville Medical Center



PFAC Growth Across Sutter Health

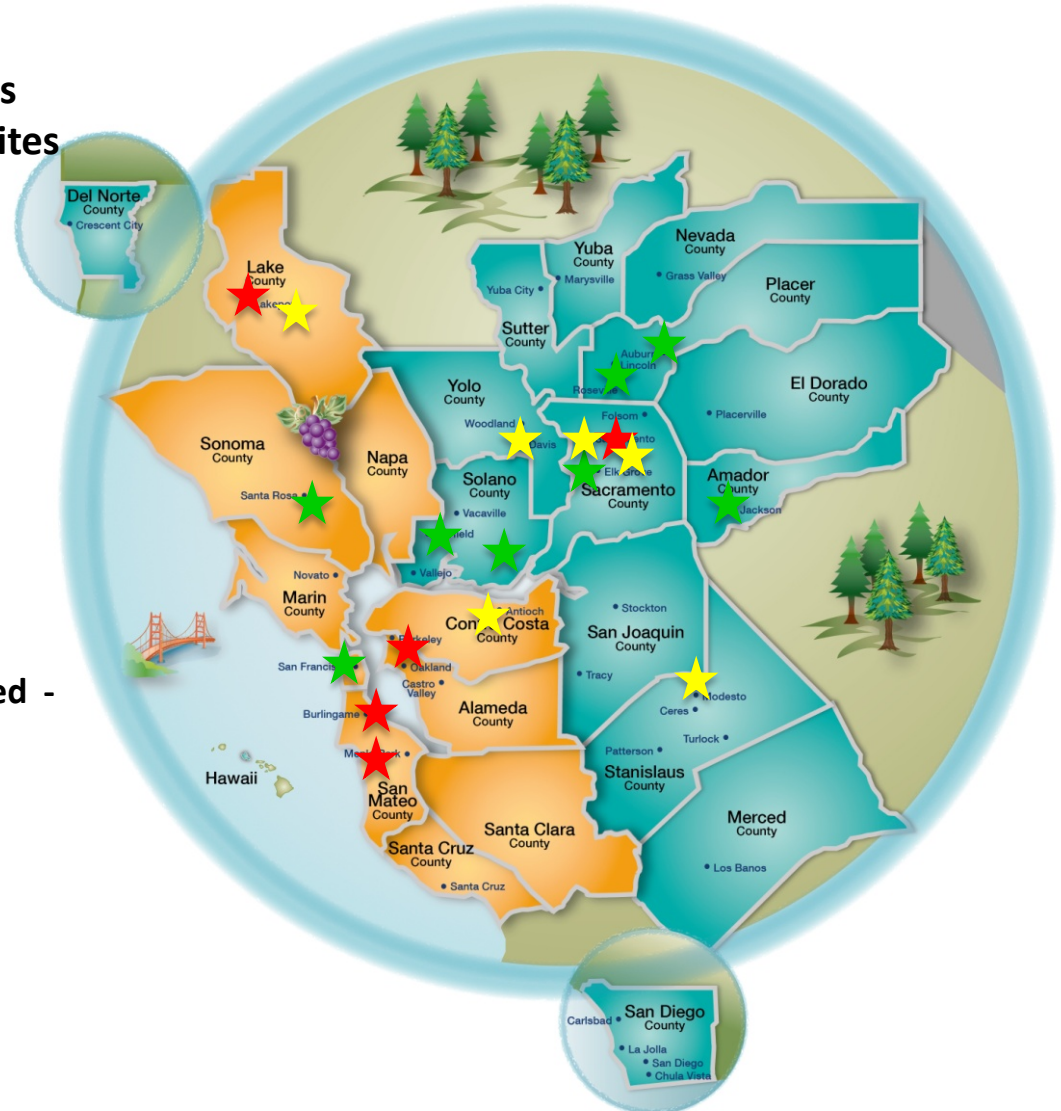
★ Established PFACs

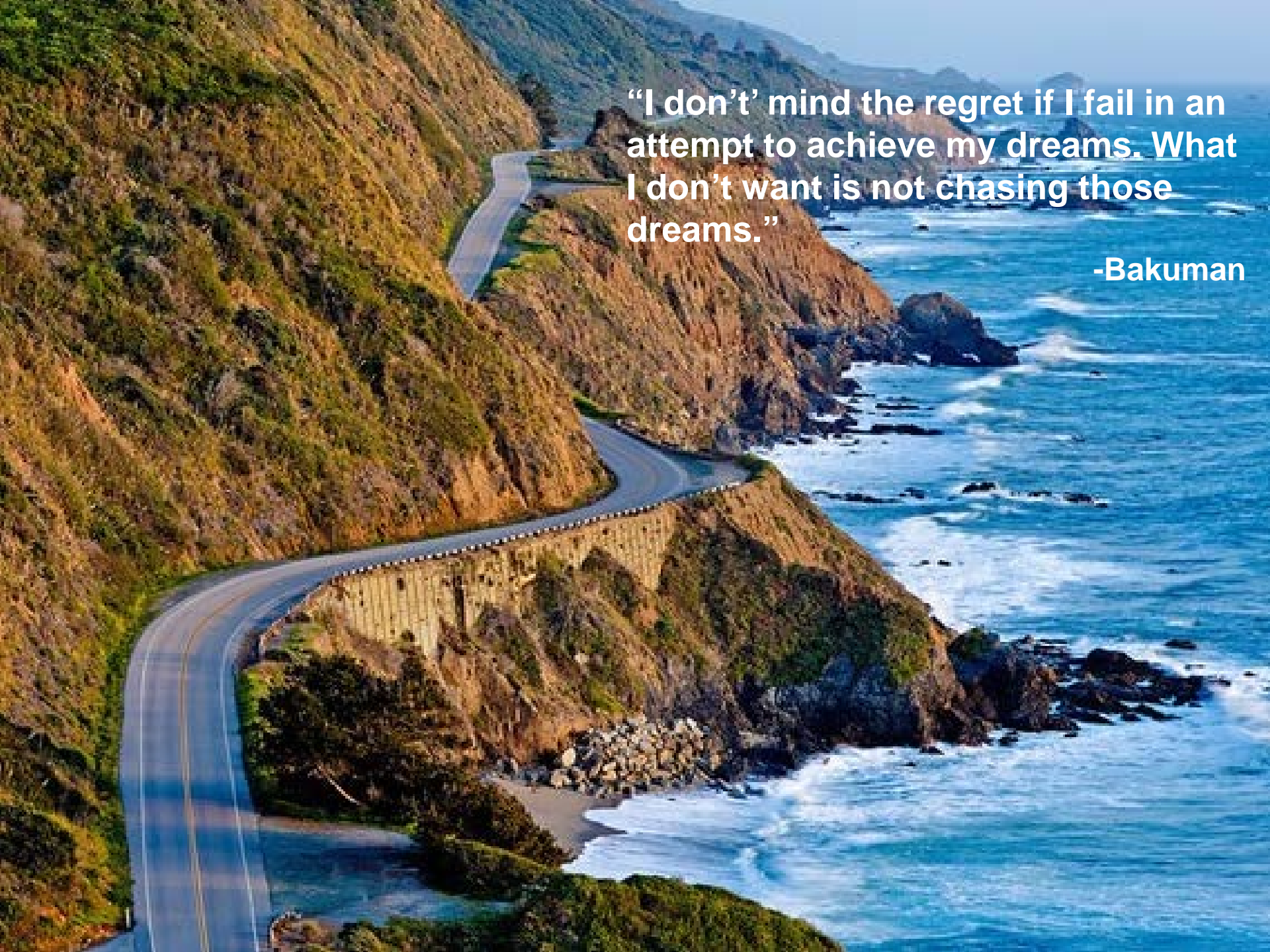
★ Cohort I Completes Engage/Gateways Program to establish PFACs at their sites

- California Pacific Medical Center
- Sutter Amador Hospital
- Sutter Auburn Faith Hospital
- Sutter Center for Psychiatry
- Sutter Medical Center, Sacramento
- Sutter Roseville Medical Center
- Sutter Solano Medical Center
- Sutter Santa Rosa Regional Hospital

★ Cohort II Gateways PFAC Program Launched - Expected completion: December 2016

- Sutter Davis Hospital
- Sutter Delta Hospital
- Sutter Gould Medical Foundation
- Sutter Health Patient Experience (SHPX)
- Sutter Lakeside (Ambulatory)
- Sutter Medical Foundation





“I don’t mind the regret if I fail in an attempt to achieve my dreams. What I don’t want is not chasing those dreams.”

-Bakuman