

MEETING MINUTES

Logan Health Medical Center Patient and Family Advisory Council

July 18, 2023 5:30 pm- 7:00 pm ASSIST Center and Mariposa Room of Buffalo Hill Conference Center

- i. **A.L.E.R.T. tour** 5:30pm-6pm
- ii. **Call to Order** - by A. Harwood at 6:18 pm
- iii. **Approval of Minutes** - moved by S. Reich and seconded by B. Blyth
- iv. **Logan Health System Updates: (15 minutes)**
 - a. Union update – bargaining continues; contract expires by end of July
 - b. Quality
 - a. workplace violence (Montana House Bill 590) – proposal for System Wide training to prepare staff with de-escalation and safety techniques
 - b. translation services available on handheld communication devices that staff have readily available; medical forms/paperwork being translated.
 - c. Depression Screening – discussed the initiative for screening in all clinics including specialty clinics as well as the Emergency Room; follow-up options available to address timely
 - d. Staff Awards & Recognition – Torr reviewed the staff recognition options and how they can be access from the logan.org website
 - e. President’s report:
 - a. Billings Clinic
 - b. Children’s Hospital Colorado – Visit
 - c. System Pursuit Meetings
 - d. Human Resources
 - e. Revenue Cycle / Finance
 - f. Patient Access
 - g. Medicaid Redetermination
 - h. Upcoming Events
 - 1. Rebecca Farms – July 19-23
 - 2. Cedar Creek Marathon – September 23rd
 - 3. Cardiovascular and Pulmonary Conference – October 6 – 7
 - f. Logan Health website:
 - a. patient reviews removed and moved to a better location
 - b. looking at best practices and examples from other hospital systems on how PFACs are represented on the website
 - c. Cut Bank just started their own PFAC and requested web presence as well, so we need to identify a standardized way to have system representation of all PFACs.

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- d. new web project, and all content and structure is being evaluated. At some point, Marketing would like to share some progress with the PFAC team to get feedback about the site and navigation as a whole, not specifically PFAC content.
- v. **Recruitment**
 - a. MJ and Kelly to interview candidate on Friday, July 21st
 - b. Further follow-up with Marketing to have social media campaign to solicit candidates
 - c. Patient Reviews section of the website moved to different area and updated
- vi. **Plan Next Meeting/Topics: (5 minutes)**
 - a. Sunshine House tour - August
 - b. LUMA – Centralized Services – Cody Bartholomew - September
- vii. **Recognition and THANK YOU cards (5 minutes)**
 - a. THANK YOU to go to ASSIST team for the tour and their time sharing with PFAC
- viii. **Adjourn**

Next Meeting Date: Tuesday, August 29th

PFAC Members

Ava Harwood, Chair	Bert Blyth	
Sue Justis	Lisa Blyth	
Sandy Reich		

Ad Hoc Committee Members

Mary Jane Lowrance, Executive Director Clinical Quality Improvement	Kelly Bilau, Administrator, Brendan House
Kevin Abel, President Logan Health Medical Center and Logan Health Whitefish	Melody Sharpton, Vice President Marketing and Communications
Torr Anderson, Supervisor Experience Program	