PeaceHealth Medical Group
Patient Family Advisory Council - Longview
Accomplishments
(chartered February 2017)

2018
Reviewed, contributed and provided recommendations for:

- Visitor Accountability signage.
- Ambulatory Care transformation (TCPI) work.
- Food Pharmacy process.
- Locations of PeaceHealth comment boxes.
- Four heart failure patient education booklets to one standard booklet used throughout PeaceHealth system.
- Imaging test descriptions provided to patients.
- Patient billing letter referencing screening, brief intervention and referral to treatment.
- Four COPD patient education booklets to one standard booklet used throughout PeaceHealth system.
- Wayfinding map from multiple hospital campus entrances to the PHMG Specialty Clinics and improvement of signage.
- PFAC website.
- PHMG patient experience and patient surveying.
- Patient materials regarding insurance coverage and what patients can expect from their visit.
- My PeaceHealth online patient portal.
- Education: patient surveying, holiday scheduling, physician orders for life-sustaining treatment/advanced directives, Safety Stops and the new daily management system readiness boards.

2017
Reviewed, contributed and provided recommendations for:
- The process/pilot for rescheduling patients when their provider is out of the office unexpectedly, due to illness or family emergency.
- Clinic to Emergency Department transports.
- Standardized patient letters notifying them of a transition to a new provider (due to provider leaving PHMG).
- New process/scripting for walk-in patients in primary care clinics.
- Provider-care team flyers for every primary care exam room for potential use across all PeaceHealth Medical Group clinics.
- Content for new patient packets, including a Primary Care Services brochure with an updated map.
- My PeaceHealth online patient portal changes.
- The screening, brief intervention and referral to treatment form.
- Patient letter for patients who have not been seen in a PHMG clinic for more than three years.
- PHMG PFAC website.
- Patient letter regarding termination from their narcotic pain agreement.
- Proposed changes to the Narcotic (Opioid) Pain Agreement.
- *Expectations for your Visit* patient materials.
- Education: Daily Management System boards in clinics, the Transforming Clinical Practice Initiative grant and My PeaceHealth patient portal.