TL4EO-3 **Minutes – PSF Patient Experience Council:**  December 13, 2011

**Attending**: Laurie Kennedy, Phil Ainsworth RN, McCrea Anderson PH ED, Andy Barton PSF Foundation, Charlene Coffin Psychiatric Emergency Team, Kathy Guy RN, Kim Hassell, Ann Kjosa RN, Sheri Lasater, Becky Morland RN, Kathy Parham Pt Representative, Janet Reedy Human Resources, Brian Sarpy Support Services, Patricia Wilfong-Mager RN, Jill Woodford Marketing **Guest:** Mike Harry

| Content | Leader | Follow Up/Actions/Status |
| --- | --- | --- |
| Reflection |  | Laurie |
| Group Updates  Ann Kjosa, VP of Nursing Accepts Leadership of this Team | All | **AIDET** Meeting rooms have been secured for training between January and June of 2012. 9 new facilitators will be trained on Thursday, December 15. Once all facilitators will signed up for their sessions, an official training schedule will be released and communicated throughout the organization. The sessions will be set up in LEARN.  **Service Recovery**  Map: The map was reviewed. Only a couple of little tweaks remain and then they will be printed for distribution in January. We will only print enough to last for a month or two to make sure that no other changes emerge. We had a further discussion about way finding in general. Mike Harry, as a pair of fresh eyes, relayed his concerns that our current signage is confusing at PH. Mike Herbst agreed to gather some information about a new “way finding study” so that we might budget for the necessary changes in FY 12. Janet Reedy will add a question about way finding to the new hire orientation questionnaire.  **Culture of Service Excellence**  McCrae Anderson shared the most recent conversation of their subcommittee that included the following topics:   * Coffee and pastry cart for the night shift * Collaboration with the reward and recognition team re: better ways to focus in the moment on the things people are doing right to encourage more of that behavior * Concierge possibilities on the units using students from university students. McCrae will follow up with Heather re: next steps * McCrae is working with Chris Valentine on standards for bulletin boards on patient units. This is in response to the feedback we received from the secret shoppers about clutter and relevance of information on bulletin boards that patients see. They will develop some recommendations and connect with the clinical managers to come up with an implementation plan. * We had a short discussion about leadership rounding   Many of the suggestions and ideas of this group would have to be implemented by folks other than those on the PEC and would need administrative support. The subcommittee is going to formalize their recommendations and will present them to the VPs at the January 23 meeting at SFMC. Laurie will call Pat Burgess and as her to add the PEC to the agenda for that meeting.  Other: Laurie shared that she will retiring from her role at Centura and that Ann Kjosa will be taking over the PEC. Phil Ainsworth will be taking on the role of managing the PSF HCAHPS sample plans and access codes and will become the on-site expert for using Healthstream data base. Ann shared her excitement about leading the team. Everyone agreed that meeting on the second Tuesday of the month from 1 – 2:30 was still good. Jean Turk, Ann’s executive assistant will be sending out the meeting invites for 2012 in Outlook.  The remainder of the meeting was used to enjoy punch and cookies and celebrate the wonderful accomplishments of the team this year. |