

MINUTES

Logan Health Medical Center Patient and Family Advisory Council

January 15, 2024 - 5:30 pm- 7:00 pm – Dietary East West

- i. **Call to Order** – Ava called meeting to order at 5:30pm
- ii. **Approval of minutes** – Sue motioned for approval and Lisa seconded
- iii. **Introduction of prospective new member** - Frances “Frankie” Murphy-Voelker
- iv. **Mission, Vision, Values** – Nic Usabel, Logan Health Organizational Development Consultant – Nic gathered input from members on the mission, vision and values of Logan Health from the perspective of patients/consumers and community members.
- v. **Rapid Performance Improvement projects** – MJ shared the process and the highlighted projects of Patient Throughput, Centralized Scheduling, Developing Standards of Care, and Transfer Process – projects to have implementation in 4-6 months.
- vi. **Quality 2023** – MJ shared briefly and will present formally in February; combined Quality Board meeting with Billings Clinic is next week
- vii. **Billings Clinic Updates** – MJ shared how her Quality team has been working with counterparts in Billings and developing strategies
- viii. **Future Meeting/Topics:** Tatem Hayes from Marketing will share website updates at next meeting and MJ will present Quality Dashboard for 2023
- ix. **Recognition and THANK YOU cards** – Sue shared story of MJ helping patient in need of tube feeding – verbal THANK YOU 😊 Kelly to prepare THANK YOU card for Nic Usabel and the Logan Health Facilities team
- x. **Adjourn** – Ava adjourned the meeting at 6:50pm

Next Meeting Date: February 19, 2024 – Paintbrush Room

PFAC Members

Ava Harwood, Chair	Bert Blyth	Joan Bird
Lisa Blyth	Ruth Brado	Sandy Reich
Sue Justis	Frankie Murphy-Voelker*	

Ad Hoc Committee Members

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

*prospective member – has not gone through formal volunteer training yet