

MINUTES

Logan Health Medical Center Patient and Family Advisory Council

October 20, 2025 - 5:30 pm- 7:00 pm Beargrass

- i. **Call to Order by Ava, Chair 5:32pm**
- ii. **Potential new members-***Marcia Rieke & Chuck Wilhoit*
- iii. **Share Patient-Family Story and Thank you cards**
 - a. Sign new cards
 - b. Bert & Lisa resignation

OR Workflow Discussion

Presenter: Micaleen Holzwarth

Mission Statement:

To transform orthopedic care through a seamless, patient-centered experience from start to finish—ensuring effortless access to orthopedic surgeons and personalized care at every step, for every patient.

Key Discussion Points:

1. Community Experiences and Reputation

- a. Ava shared an example of a patient in the community who did not receive care at Logan Health for unknown reasons and instead went to Missoula.
- b. Concerns were raised about mistrust in the community.
- c. Reputation is perceived as being negatively impacted by billing issues.
- d. Lack of transparency and difficulty obtaining answers contribute to patient frustration.
- e. *Is it possible, we are overcoming years of reputation that was negative? If we can get them in, then they will be happy.*

Access and Appointments

- Discussion about the ease of getting an appointment.
- Five key focus areas identified, with emphasis on ensuring patients see the correct provider.
- Ava shared her experience with a family member's hip replacement, noting high patient satisfaction when care was received.
- Nurse navigators confirmed that patients generally report positive experiences once they are seen.
- There is a question of whether the department is beginning to overcome past negative reputation.

Root Causes and Insurance Challenges

- MJ suggested that Logan paying for people's misunderstandings about insurance.

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- Many patients do not fully understand their insurance coverage.
- Recommendation: patients should review their insurance and seek assistance from a healthcare professional to interpret coverage.
- Patients sometimes assume they must proceed to surgery immediately, but they can request a good faith estimate.
- Micaleen shared efforts to train schedulers to assist patients with the estimator tool.
- Discussion included the importance of building trust with patients.

OR Workflow and Patient Experience

- Team inquired about the current OR workflow and its effect on patient experience. “what is the camaraderie in the OR?”
- Micaleen: Pre-op team reports satisfaction with current processes.
- Setting clear expectations with PA or NP during pre-op visits is critical:
 - Initial visit with doctor.
 - Pre-op visit with PA a week before surgery.
 - Post-op follow-up may be with the PA rather than the surgeon.
- Justin Shobe, PA, highlighted as a model for effective communication.
- Communication from nurse navigators varies:
 - Calls to total joint patients not always timely.
 - Recovery room nurses contact patients within one business day, except for total joint patients.
 - Sports medicine patients do not have a nurse navigator.

Pain Management and Recovery Expectations

- Patients are often given just enough pain medication for the immediate post-op period.
- Transition to non-opioid options, such as Tylenol, should be discussed with patients.

Next Steps / Action Items:

- Continue training schedulers on estimator tool usage to improve transparency.
- Hold courses for patients to learn how to use insurance, billing, etc.
- Review nurse navigator communication protocols, particularly for total joint and sports medicine patients.
- Make better connections with the community. Schools, primary care, etc. Do they know we have a walk-in?

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- Use our connections with sports med, range riders, ski athletes to show our strength in orthopedics.
- Reinforce patient education around expectations of their care, pain management and recovery.
- iv. **Events coming up**—*Person-Centered Care Week October 27-31. Pete report out on Highway Clean-up. Could use help with popcorn in the lobby and cutting out hands craft event. Pete really liked the organization of the event. 25 helped with the clean up. Suggestion to start later in the morning and then volunteers will be able to meet up at Sacred Waters after.*
- v. **Updates from Mary Jane**—*Strategic planning initiatives for 2026. Review low positives/high correlation. Oracle conversion in Spring 2027. DNV discussion for accreditation. Joint Commission similar. DNV comes every year, they are a partner to help you improve. WF and LHMC will have first survey Q1 2026. They will complete a full survey and then give us work to do in regard to performance improvement. This should help us with marketing and safety and quality standpoint. Billings with DNV for 15 years. Leapfrog will also be worked on in 2026. 400 questions and data points to submit in April. Look at this positively—for our community and our patients. Nursing will begin on a magnet journey in 2026. This is a 3-4 year journey. Additionally, exploring virtual nursing for our organization. Employee Experience—scores went up around senior leadership and communication.*
Topics to add to strategic planning for patients and families:
Personalization of care or “had enough input in care” and “communication between staff.” PFAC sites they want to be treated with openness that they are expert to their own life and have expressed issues with being handed off from one provider to another, or another department, and the receiving person not aware of what the patient needs, experienced or services already rendered. This happens as an inpatient and in the outpatient areas.
- vi. **Project: Annual Report**—*review and weigh in on design and information. Suggestions made to improve ‘who are we?’ section, community engagement and a link to our website.*
- vii. **Project:** *Review current career page. Write a blurb for the career page for Logan Health to reinforce patient and family perspectives in recruitment. <https://www.logan.org/careers/> Key words to incorporate: listen to, responsive, kind, attentive, genuine, cared about, passionate, healer, ‘open to my ideas that I am an expert on my own life’, innovative, transformative, ‘go beyond’, resilient. Cassidy to follow-up with a draft statement.*
- viii. **Future Meeting/Topics—November:** *Come with ideas for 2 interview questions for hiring managers to assess candidates’ alignment with community-valued attributes.*
Please talk to your friends about ortho experiences and report back to Cassidy or MJ to share with Micaleen.
- ix. **Adjourn**

Next Meeting Date: Monday, November 17, 2025 Mariposa 1730-1900

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Please prepare to attend the final meeting of the year, December 15 at 1730 in Lupine room. We have special guests and a white elephant gift exchange.

PFAC Members

x	Ava Harwood, Chair	x	Sue Justis	x	Joan Bird	x	Becky Dickman
x	Lisa Harris		Peter Newbury		Teresa Kennedy		Sandy Reich
x	Frankie Murphy-Voelker						

Ad Hoc Committee Members

Mary Jane Lowrance, RN, Executive Director Clinical Quality Improvement	Kelly Bilau, Administrator, Brendan House
Cassidy Lilienthal, RN, LHMC Planetree Program Manager	Sheri Stout, Volunteer Manager