

# PATIENT FAMILY ADVISORY COUNCIL 2025 ANNUAL REPORT

## Who are we?

**Mission:** The PFAC, guided by Logan Health's vision, mission, and values, promotes a person-centered care philosophy. Serving as a bridge between Logan Health and the community, the PFAC advises on programs and policies, identifies patient and family priorities, and collaborates with healthcare professionals to improve care experiences.

In 2025, the Patient & Family Advisory Council (PFAC) continued its mission to elevate patient, family and staff voices, strengthen community partnerships, and drive meaningful improvements across Logan Health. We are community members who volunteer our time, experience and insight to improve the health outcomes of those Logan Health serves.

**Members:** Ava Harwood, Lisa Harris, Sue Justis, Joan Bird, Teresa Kennedy, Frankie Murphy-Voelker, Becky Dickman, Peter Newbury, Sandy Reich, Marcia Rieke, Chuck Wilhoit. Retired 2025 members: Bert Blyth, Lisa Blyth, Ruth Brado.

**Liaison members:** Mary Jane Lowrance, Kelly Bilau, Dr. Courtney Paterson, Sheri Stout, Cassidy Lilienthal, Tiffany Richardson.

### Recognition & Connection



Wrote 20 thank-you cards to staff directly from PFAC members. • Began signing hundreds of welcome cards for all new Logan Health staff. • Attended the annual Nursing Banquet.

### Policy & Governance



Updated the PFAC Charter and Bylaws. • Reviewed and advised on Patient Visitation Rights Policy A406. • Reviewed and advised on Aromatherapy Protocol. • Reviewed and advised on Everyday Actions Policy PEx100.

### Community Engagement



Welcomed 4 new community PFAC members. • Introduced Dr. Courtney Paterson as Board Representative and Tiffany Richardson as Quality & Safety Manager. • Invited to participate in discussions shaping the 2026 Strategic Plan.

### Projects & Improvements



Co-authored two pages in the new Patient Guide to enhance patient engagement. • Supported the Sunshine Station initiative, introduced by Volunteer Services. • Toured and advised on redesigned consultation rooms and waiting areas, ensuring updates reflected PFAC's 2024 feedback. • Developed two interview questions for hiring managers to assess candidate alignment with community-valued attributes. • Contributed a PFAC-authored quote for the Logan Health Career Page, reinforcing patient and family perspectives in recruitment.

### Education & Collaboration



Guest speakers included: Leslie Nyman, Dr. Anna Robbins; Cody Bartholomew ; Dena Tomlinson; Morgan Johnson. • Individual PFAC members attended Planetree *Foundations of Person-Centered Care*, joined the Planetree Steering Committee, participated in Mass Casualty Incident (MCI) Planning, highway clean-up and contributed to rebranding discussions.



**Together, PFAC continues to drive improvements in patient experience, staff connection, and community engagement at Logan Health.**