

PERSON-CENTERED CARE STEERING COMMITTEE 2025 ANNUAL REPORT

Who are we?

Purpose: Foster a culture of person-centered care at Logan Health where patients/residents, families and staff consistently experience quality, compassion and partnership.

- Promote organization-wide engagement in person-centered care initiatives
- Support participation from all key stakeholder groups, including patients/residents and families
- Set priorities over time in collaboration with leadership through integration of strategic priorities
- Facilitate communication and integration with other organizational priorities
- Spread and scale person-centered care initiatives throughout the organization.

Members

- Cassidy Lilienthal, Planetree Program Manager
- Lisa Fredrickson, Surgery Process Improvement
- Mary Jane Lowrance, Executive Director, Quality & Safety
- Nancy Wilson, Inpatient Pharmacy, Behavioral Health
- Alan James, Social Worker, Acute Care
- Cat Hood, Plant Operations
- KP Gooden-Plummer, Security & Medical Assistant Wellness & Pain
- Teresa Dunn, Whitefish Liaison
- Lacie Jo Curtin, CNA & HUC, Hematology-Oncology Infusion
- Kaija Lockhart, Nursing Excellence
- Meghan Duvall, NP, Rheumatology
- Samantha Kendrick, Talent Acquisition, Human Resources
- Carl Horn, Plant Operations
- Linda Boylan-Starks, NP, Primary Care
- Lisa Harris, Patient & Family Advisor
- Torr Anderson, Employee Experience
- Sid Nielson, Director, Women's & Children's Services



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Governance

Committee Oversight and Leadership Support

- Healing Design & Aesthetics Committee – Lacie Jo Curtin
- Environmental Sustainability Committee – Cat Hood
- Employee Wellness Committee – Linda Boylan-Starks
- Patient & Family Advisory Council – Lisa Harris
- Recruitment, Engagement & Retention Committee – Torr Anderson
- IDEA Council – Kaija Lockhart
- Schwartz Rounds Committee – Cassidy Lilienthal & Torr Anderson



Recognition & Connection

Organized project to recognize units and departments to go-live January 2026.



Projects & Improvements

Co-designed policy Everyday Actions, Scavenger Hunts, Employee Photo Contest, Design PCC Leadership Toolkit, Planetree Awards, PCC Champions, Ski Pass planning, World Kindness Day and organized initiative to collect Flathead Food Bank donations. Initiated annual Employee Basketball Tournament to start January 17, 2026.



Policy Review and Advisory

- Patient Visitation Rights Policy (A406)
- Everyday Actions Policy (PEX100)
- Aromatherapy Protocol



Education & Collaboration

Conducted 57 Foundations of Person-Centered Care classes reaching over 2009 employees.

Guest speakers at Steering Committees included: Kevin Abel, Jon Amick, Cory Short, Jeny Covill, Planetree Advisors: Rachel Neal & Karen Andazola.

Individual members participated in: World Kindness Day, Healthcare Worker Week, Biannual Highway Clean-up, attended Planetree Forum, Leadership Retreat planning, and Nurse Banquet planning.



Together, PCC Steering Committee continues to drive improvements in patient experience, staff connection, and community engagement at Logan Health.