

Minutes

Logan Health Medical Center Patient and Family Advisory Council

January 19, 2026 - 5:30 pm- 7:00 pm Beargrass

- i. **Call to Order**—Ava shares her end to tenure as PFAC chair. Expressed appreciation for work being done.
- ii. **Share Patient-Family Story and Thank you cards**
- iii. **New Chair Nominations & Review of Charter & By-Laws**
- iv. **Project:** *Review blurb for the career page. Next: Submit to Talent Acquisition & marketing to add to career page. PPT shared with advisors*

We are Logan Health patients and family members. Our voices matter, and at Logan Health, they are heard. We partner with care teams to shape care that listens with compassion, responds with intention, and heals with purpose. We feel it when team members are kind, attentive, and genuine—when they act on what we share and honor us as the experts in our own lives.

Our experiences help inspire innovation and meaningful change. Because of the people who care for us, compassion meets clinical excellence, and connection leads to collaboration. Together, we go above and beyond to create care that truly centers on people.

When you join Logan Health, you join us. You become part of a community that listens to patients and families, values partnership, and believes that together, we can make health care better for everyone.

- v. **Project:** *2 interview questions for hiring managers to assess candidates' alignment with community-valued attributes.*

“At Logan Health, we partner with patients, families, and one another to deliver care and services. When things are busy or stressful, how do you make sure the people you serve feel heard, respected, and included?”

“Tell us about a time when you recognized that someone you were helping—such as a patient, family member, coworker, or customer—needed something different than what you originally planned. What did you notice, and how did you respond?”

- vi. **Project: Personalization of the Healthcare Experience—Strategic Planning**
- vii. **Report from Becky Dickman on the progress of Foundations of Person-Centered Care and inclusion of PFAC into General Orientation**
- viii. **Future Meeting/Topics—**
- ix. **Adjourn**

Next Meeting Date: Monday, February 16, 2026 Paintbrush 1730-1900

Minutes

Logan Health Medical Center Patient and Family Advisory Council

January 19, 2026 - 5:30 pm- 7:00 pm Beargrass

PFAC Members

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

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	Courtney Paterson, MD
Sheri Stout, Volunteer Manager	Tiffany Richardson, RN Manager Quality & Safety