MINUTES

Logan Health Medical Center Patient and Family Advisory Council

November 17, 2025 - 5:30 pm- 7:00 pm Mariposa

i. **Call to Order 5:31PM**

ii. **Guests-***Marcia Rieke*

iii. **Share Patient-Family Story and Thank you cards**

   a. Sign new blank cards

iv. **Amanda Woolington—***shared handout developed for patients on handwashing. Discussed including pieces into patient guide. Amanda's capstone project is almost near completion. She also attended the Inpatient Practice Council of Shared Governance to see how they liked it. Recommendations included adding pictures, and keeping the wordiness down. Will propose to include most into the guide in a couple of areas within the book, to improve readability. Cassidy to follow-up with Amanda and Marketing and bring back draft to PFAC for another approval.*

v. **Mandy Pokorny—** *Discussing anytime we are providing healthcare not in person. Virtual Health helps expands services of specialists at rural areas. Increase access for patients. i.e. maybe those who can't take kids out of school, ½ of work, rural areas. The intent is not to replace in person visits, but take a more hybrid approach. In outpatient:*
Scheduled visits- follow-up of established patients
On Demand-Urgent care via video. Referred from nurse triage line
Emergent/acute services- tele stroke, speech therapy, etc.
Patients can visit from home, or facility based at 14 sites.
Currently 200 clinicians are practicing, saving 2.8 million miles. Serving age1-105. See less cancelations for virtual visits vs. in person visits.
PFAs recognize that patients are unaware they exists. LH needs to tell community. Suggestion to have signs at clinics advertising "ask about video visits."
Discussion regarding terminology. Do we call them video visits, telehealth, telemedicine? Some think of video as film, or tele as phone. PFAs prefer the use of "virtual care visits."
PFA in rural location brought up concern of not being able to get internet access. In this case, they can go into a facility. This happens a lot in Libby and Eureka.
Digital forms-less than 10% fill out of digital forms prior to services. Suggestion from PFAs to send notifications to fill out forms from a separate notification than from same number as appt reminder.

vi. **Project: Annual Report—***review completed document. Form getting looked at, which is how we got Mandy to come see us. No suggestions to change document.*

vii. **Project:** *Review blurb for the career page. Need to rework sentences/paragraphs. Cassidy will send reworked sentences via email and appreciate feedback.*

viii. **Project:** *2 interview questions for hiring managers to assess candidates' alignment with community-valued attributes. Pushed to 2026.*

ix. **Future Meeting/Topics—December non-working meeting.**

x. **Adjourn**

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Next Meeting Date: Monday, December 15, 2025 Lupine 1730-1900

Please prepare to attend the final meeting of the year, December 15 at 1730. 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	x	Teresa Kennedy	x	Sandy Reich
	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
x	Cassidy Lilienthal, RN, LHMC Planetree Program Manager		Courtney Paterson, MD
	Sheri Stout, Volunteer Manager	x	Tiffany Richardson, RN Manager Quality & Safety