

# Minutes

## Logan Health Medical Center Patient and Family Advisory Council

February 16, 2026 - 5:30 pm- 7:00 pm Paintbrush

- i. **Call to Order 1732**
- ii. **Share Patient-Family Story and Thank you cards**
  - a. Lisa shared unprompted praise about Logan Whitefish
  - b. Sue shared Infusion staff at the Rock possibly Dr. Anderes
- iii. **New Chair Nomination—Peter Newbury has accepted position**
- iv. **Guest speaker, Morgan Johnson**
  - a. The Chameleon Project—morgan presenting to PFAC to recruit interest and share progress. First meeting to be held 2/17 with over 20 staff members, including social work, physicians, ER nurses, and disability advocacy.
  - b. Institute for Health Level 1 accreditation for Age Friendly hospital distinction. Waiting to hear back on recognition
  - c. Parking Lot Project—recommendations solicited from PFAC on themes for parking lots. Animals, mountains, lakes, rivers and fish were voted on.
- v. **Project progress:** Talent Acquisition/Human Resources has in progress other updates for the Careers page. Manager will connect with team to verify inclusion of PFAC blerb
- vi. **Project:** *2 interview questions for hiring managers to assess candidates' alignment with community-valued attributes.*
  - a. *“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 ensure the people you serve feel heard, respected, and included in decisions that affect them?”*
- vii. **Review Business Cards & Pin**
  - a. Cassidy shared ppt with business card design and pin. PFAC approved.
- viii. **Marketing for PFAC—radio spot. Social media and paid advertising.**
  - a. Cassidy invited with Becky to attend Kiwanis and PEO to promote Planetree and PFAC

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LOGAN  
HEALTH

**Your voice can transform care!**

Join Logan Health's  
Patient & Family Advisory Council



**Turn your experience into impact.**



- Meet once a month
- Share what matters most
- Partner with leaders to improve care for our community

*Scan the QR code to apply and help shape the future of care.*

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- ix. **Share Updates to Patient Guide**
  - a. Discussed language regarding use of word ‘home’
  - b. Also add bullet point—Expect care team to go over all discharge instructions in person
  - c. Update on Rights and Responsibilities re: grievances.
- x. **Review booklet for OB**—need to discuss with Lisa
- xi. Reviewed education re: Mucositis—Dr. Justis reviewing material and will return to Cassidy by Thursday.
- xii. Additional discussion around Sandy’s question about the leaving of Kevin Abel.
  - a. We discussed the benefit of Clint being a physician
  - b. “it is not a takeover—we are a partner”
  - c. Clint plans on being in Kalispell 60% of the time in 2026. He is moving toward a dyad model where the new CEO over Kalispell/Whitefish will work closely with our CMO, Dr. Short so decisions will be collaboratively rather than independently.
  - d. Clint identified three main points: culture and engagement, trust in the community and investment in people.
  - e. Tiffany shared her experience with listening sessions and the plans for improving trust in the community and Clint holding town halls.
- xiii. **Future Meeting/Topics**—Dr. Baker, Rachele Haven/Case management, Clint Seger
- xiv. **Reminder to attend Award Banquet May 7, 2026 at 1730. We will not have a PFAC meeting in lieu of that.**
- xv. **Adjourn**

**Next Meeting Date:** Monday, March 23, 2026 Beargrass 1730-1900

PFAC Members					
	Sandy Reich	x	Sue Justis	x	Joan Bird
x	Lisa Harris	x	Peter Newbury		Teresa Kennedy
x	Becky Dickman	x	Marcia Rieke	x	Chuck Wilhoit

Ad Hoc Committee Members					
x	Mary Jane Lowrance, RN, Executive Director Clinical Quality Improvement	x	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		