



**Stanford**  
MEDICINE  
Health Care

# Collaborative Care: Partnering with Patients and Families to Transform the Patient Experience

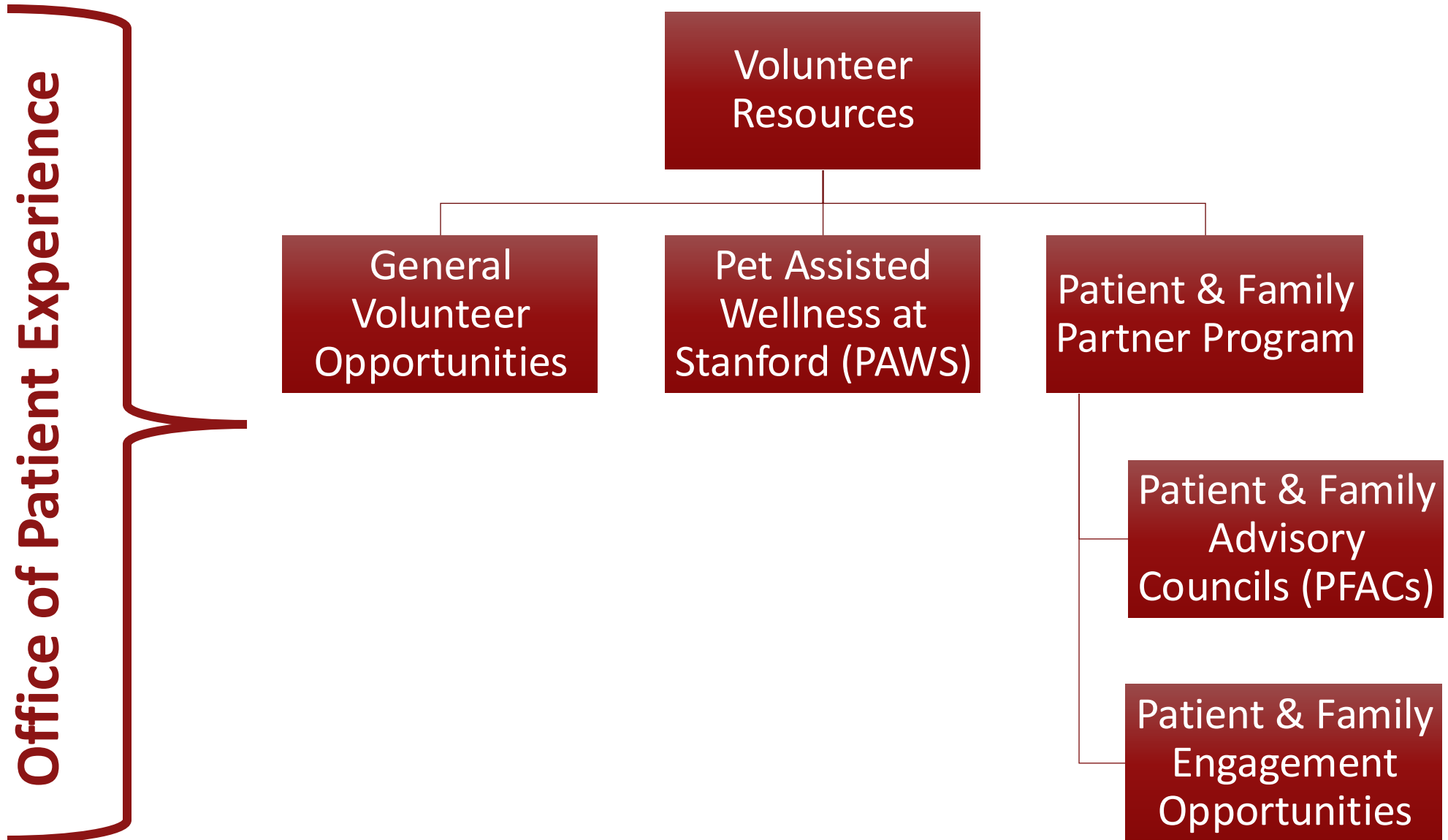
*Katie Smith, Manager - Volunteer Resources, Patient & Family Partner Program*

*Cristal Willis, Program Manager - Volunteer Resources, Patient & Family Partner Program*

# Agenda

Time	Topic
5 mins	Introduction
15 mins	Patient & Family Partner Program Overview
20 mins	Breakout activity
10 mins	Project outcomes
10 mins	Q & A

# Organizational Structure



# Patient & Family Partner Program



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# What is the role of Patient & Family Partner?

To represent the voice of patients and families  
to improve patient and family-centered care in  
collaboration with staff, physicians, leaders,  
and other patient & family partners.



# What is the Patient & Family Partner Program?

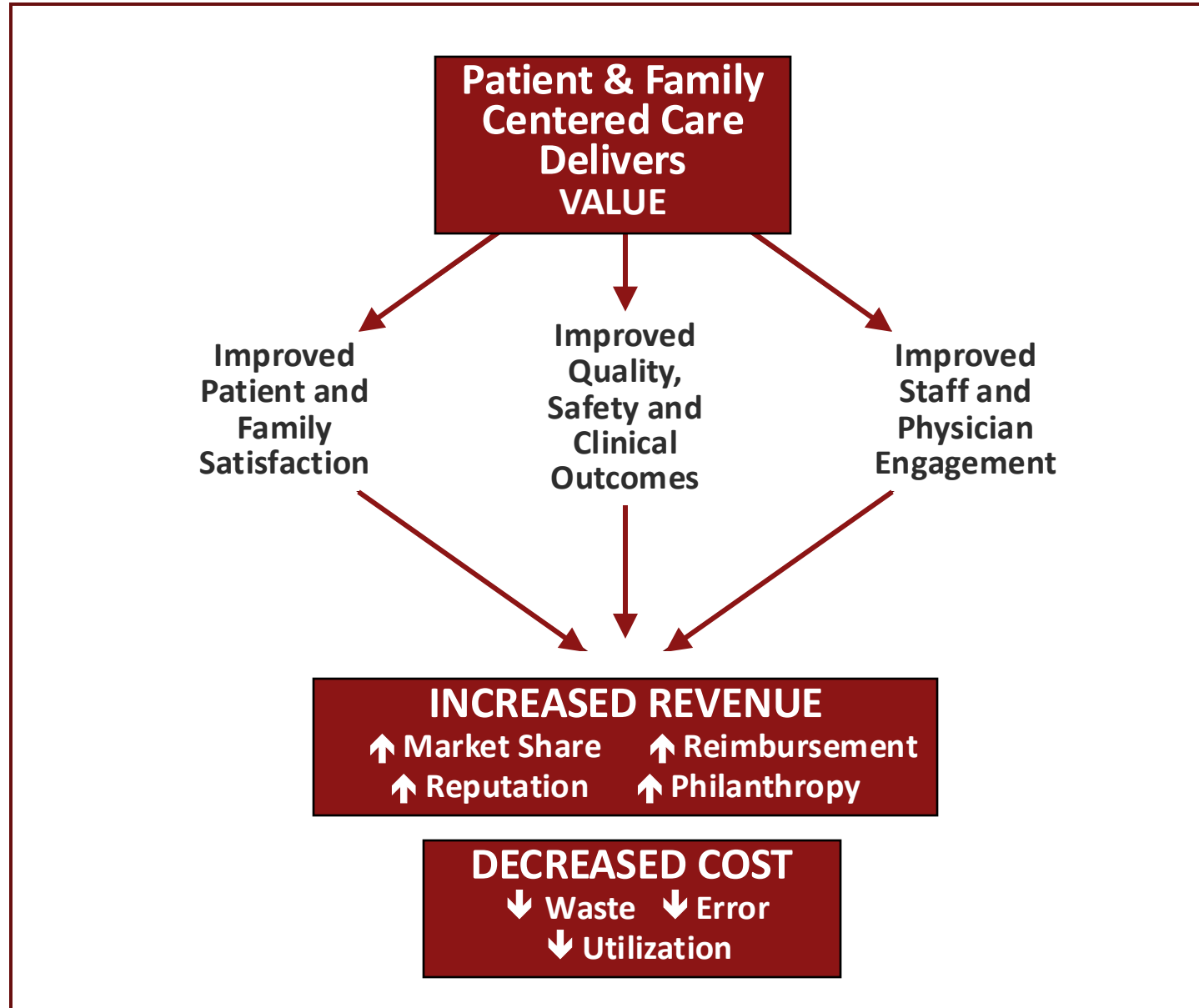


**Patient & Family Advisory Councils  
(PFACs)**



**Patient & Family Engagement  
Opportunities**

# Why is it important?





# Patient & Family Advisory Councils





# Patient & Family Advisory Councils (PFACs)

## What is a PFAC?

- Forum for communication and collaboration between staff and patients/caregivers, led by patients and caregivers
- Service Line or Location-specific

## What do PFACs do?

- Participate in a monthly meeting as well as offline work—depending on their goals
- Work on issues identified by the group and assist staff with ad hoc requests for feedback
- Set 3 goals per year—goals are reviewed at each meeting, and accomplishments are shared through an Annual Report

## Structure

- Each PFAC has a **Chair**: a patient or caregiver who is nominated by the council
- PFACs also have a **Staff Advisor** who helps facilitate meeting logistics and advises Council



# Stanford Health Care Patient and Family Advisory Councils (PFACs)

Specialty	Cancer	Transplant	Hospital-Wide
Adult Congenital Heart Disease	Adolescent & Young Adult Cancer	Heart Transplant	Disabilities
Cystic Fibrosis	Adult Cancer	Lung & Heart-Lung Transplant	Founding
Emergency Medicine			

# PFAC Accomplishments

- PFACs held a variety of education events, symposiums, and town hall sessions for patients and caregivers—both virtually and in-person—throughout the year
- PFACs drafted, designed, printed, and sent newsletters to patients and caregivers; newsletters contained helpful tips, articles written by clinical providers, SHC updates, and other useful information
- PFACs participated in a variety of improvement projects including the improvement of MyHealth usage among patients in the Emergency Department through a series of proposed enhancements to the app
- The Disabilities PFAC partnered with Service Excellence to improve staff training tools (Message of the Month) on the topic of disability awareness and etiquette

## 2024 Patient & Family Partner Program Year at a Glance

# 3,400

Volunteer Hours

# 115

Patient & Family Partners

# 11

Active Patient & Family  
Advisory Councils



### Types of Engagement

Outside of Patient  
& Family Advisory  
Councils



Consulting  
**62%**



Improvement  
Activities  
**10%**



Speaking  
Engagements  
**15%**



Focus Groups,  
Workgroups,  
Committees  
**13%**

### Composition of Patient & Family Partners

**73%**

Patients

**27%**

Caregivers

### Departments Requested **30+** Support



# Engagement Opportunities





# How to engage with Patient & Family Partners

## Consultations

- Get feedback directly from patients/caregivers via email or phone on topics like process improvement, projects, scripting, signage, etc.

## Participate in Workgroups

- Invite a patient/caregiver to provide a consistent patient perspective on your workgroup or committee

## Focus Groups

- Do a deep dive into a problem or process needing improvement

## Understand your Data

- Get the perspective of patients in understanding and interpreting data

## Conduct a Root cause Analysis

- Hear directly from patients about their perception of the problem

# Patient & Family Partner Program Engagement Opportunities



## Continuous Improvement

Participate in key decision making and improvement projects through ongoing workgroups, focus groups, or 1:1 consultations.



## Speaking Engagements

Teach and motivate by sharing their personal healthcare stories through recordings or live events.



## Interviews

Support the hiring process of staff and leaders at Stanford by participating in interview panels or 1:1 interviews.

# Engagement Request Process



# PFP Engagements

# Improvement Project

## Former State

- Time intensive intake process
- Majority of the lift placed on the Volunteer Resources team
- No system for closing the loop



# PFP Engagements

## New Process

## Improvement Project

- Implementation of a new intake form
- Puts the ownness on the requesting team; ensures they think through the need before submitting a request
- Ensures requesting teams are thinking about how they will close the loop

# PFP Request Form



## Patient & Family Partner (PFP) Request Form

Thank you for your interest in engaging with members of our Patient & Family Partner Program! The goal of the program is to bring the patient and family voice into design and improvement work aimed at enhancing patient care at Stanford. Examples of engagement activities might include sitting on a council, committee, or workgroup, participating in a focus group or improvement event, speaking at trainings or conferences, sharing patient experience stories, content design and review, and general feedback or advising.

Please submit this form to request support. We ask for a lead time of 3 weeks to fulfill your request. If you have any questions, please reach out to Katie Smith at [katiesmith@stanfordhealthcare.org](mailto:katiesmith@stanfordhealthcare.org).



Name of Requestor

Email of Requestor

Department or team requesting support

What type of engagement are you requesting?

- ☐ I would like to attend a PFAC meeting to solicit feedback
- ☐ I would like to work with Patient & Family Partners outside of a PFAC meeting (ad hoc activities, focus groups, interviews, speaking engagements, etc.)
- ☐ I'm not sure

# PFP Request Form – Attending a PFAC Meeting



Which PFAC would you like to meet with (select all that apply)?

☐ Adolescent/Young Adult Cancer PFAC

☐ Adult Cancer PFAC

☐ Adult Congenital Heart Disease (ACHD)

☐ Cystic Fibrosis PFAC

☐ Disabilities PFAC

☐ Emergency Department PFAC

☐ Founding PFAC

☐ Heart Transplant PFAC

☐ Lung & Heart-Lung Transplant PFAC

☐ Other



Please provide a description of your request. Include any relevant background information, project goals, and an overview of how PFPs will contribute to your project.



Please describe how you will provide updates and close the loop with PFPs once the project is complete.

# PFP Request Form – Outside of a PFAC Meeting



Please provide a description of your request. Include any relevant background information, project goals, and an overview of how PFPs will contribute to your project.

Event frequency (ex. one-time, weekly, etc.)

Location, date, and time of engagement

Number of Patient & Family Partners requested



What experiences or characteristics are you looking for in a PFP (diagnosis, specific experiences, personality, etc.)?

Please describe how you will provide updates and close the loop with PFPs once the project is complete.



# Case Study



# Case Study

## *PFP Request Form Submission*

**Name of Requestor:** Taylor Swift\*

**Department Requesting Support:** Chest Clinic

**What type of engagement are you requesting:** I would like to work with Patient & Family Partners outside of a PFAC meeting (ad hoc activities, focus groups, interviews, speaking engagements, etc.)

**Please provide a description of your request. Include any relevant background information, project goals, and an overview of how PFPs will contribute to your project:** Our access for our pulmonary patients varies and I would like to chat with patients/family to understand it from the voice of the patient/care giver

**Event Frequency:** One time

**Location, date, and time of engagement:** Based on their availability- at their convenience

**Number of Patient & Family Partners Requested:** 5

**What experiences or characteristics are you looking for in a PFP (diagnosis, specific experiences, personality, etc.)?:** Experience while waiting, their wish (if they could design the process that meet their needs) to meet their expectations

**Please describe how you will provide updates and close the loop with PFPs once the project is complete:** Close the loop once we finish the project and show case (hopefully improvement) in improving our access BUT also the experience while the patients are waiting to be seen

# Case Study - Activity

If we're going to match the requestor with a Patient or Family Member, how can we improve this request to best meet the needs of the requestor and create a worthwhile experience for our PWLE?

## Questions for Discussion:

-How can this request be improved?

As a staff member making the connection to a PWLE:

-What would you need to fulfill this request, what information is missing?

-What would you add to make the request worthwhile?

-Can you restructure the ask to best serve the requestor's need?

As a PWLE:

-What additional information would you like to see in the request?

-What would encourage you to want to participate?

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# Debrief





# PFP Engagements

## Outcome

## Case Study Review

Additional info from the requester was needed:

- Do you only want to speak with patients and caregivers who have experience in a specific clinic, or will any pulmonary patients qualify? If a specific clinic, which one?
- How long will your interviews be (30 minutes, 1 hour, etc.)
- Will they be group conversations or 1:1?

# PFP Engagements

## What we learned

# Improvement Project Outcomes

- While the new intake form does save time for simple requests or requests from frequent partners, teams who are new to the program may still need additional support
- Although we ask about closing the loop, we have not implemented a formal follow-up process yet
- Ongoing marketing and education is needed

Katie Smith  
[katiesmith@stanfordhealthcare.org](mailto:katiesmith@stanfordhealthcare.org)

Cristal Willis  
[cwillis@stanfordhealthcare.org](mailto:cwillis@stanfordhealthcare.org)

# Thank you!