



PFCC at a Glance

UMHS started working on PFCC initiatives in 2006 at our C.W. Mott Children's Hospital and for adult services in 2010. Since then, the PFCC has grown to include...

1. More than **250 onsite advisors** and **400 e-advisors**.
2. We have **31 Patient Advisory Councils**. To name a few: Neonatal Intensive Care Unit; C. W. Mott Children's Hospital ; Von Voigtlander Women's Hospital; Samuel and Jean Frankel Cardiovascular Center; Turner Geriatrics Center; Comprehensive Cancer Center; University Hospital; Briarwood Center for Women, Children & Young Adults
3. Onsite advisors serve in a variety of ways. Some serve as members of workgroups and committees while others sit on panels to share their stories with UM students who hope to work in health care, and U of M staff and faculty. We can recruit patients or family members for workgroups or a collaborative conversation to discuss specific projects. One example is when a **workgroup evaluated pneumonia and readmission in 30 days**. They had two patient advisors on their committee and one of them suggested they look at where the patients lived and if their primary physicians were part of UMHS and informed about treating them at home. Her father had been one of the patients who had experienced this and he lived in Port Huron. It turned out that was very valuable in helping to establish some root causes for readmission.
4. They **can help with a service line**, evaluating from the moment a patient learns they need a heart procedure, for instance, to follow-up after surgery. We did this with surgery and had an advisor help with that lean process.
5. We can also provide **access to instant survey answers from our e-advisors**. E-advisors work on reviewing policy change, processes, and communication materials.
6. Lastly, the **MPlan Committee**, made up of our medical directors and nurse managers, named implementing PFCC UMHS-wide as one of their top 3 goals this year.

For more information about the PFCC Program, please contact Melissa Cunningham at missie@med.umich.edu or 734-764-5299.