



Healthcare Organization Commitment

Contact Details

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Position

Chief Medical Officer

Organization Name

UCI Health

Commitment Details

How many hospitals are represented in this commitment?

Last Report	Current
1	1

Action Plan

A new Experience Director is being recruited to focus organizational efforts for both staff and patient engagement and satisfaction. Simultaneously, efforts are underway through the Quality and Safety Oversight Committee to include community patient member(s) who will serve as a voice for the patient's perspective for this committee.

Commitment Update

The new UCI Experience Director began his role as of October 2018 and has been in place for 6 months with the focus of both staff and patient engagement. The UCI Experience Director has worked with Director of Quality and Safety to recruit a patient/family member

for the Quality and Safety Oversight Committee (QSOC). This individual has been selected and has been participating/providing feedback to leadership of the QSOC since March 2019. UCI Health has also recruited and developed a Patient Family Advisory Council (PFAC). The UCI Health Patient Family Advisory Council (PFAC) provides a formal communication pathway for patients and families to take an active role in improving the patient experience, quality and safety at UCI Health. The PFAC focuses on representing the patient voice in providing direct feedback to departments, service lines, programs, and practices throughout UCI Health, so to enhance the experience, quality of care, and safety of every patient and family member. The vision is to achieve a level of care where patients and family involvement is expected and welcome by all. We will accomplish this through collaborative efforts between patients, families, staff, physicians, and administration of UCI Health. The PFAC will consist of at least 12 - 15 patient/family members ideally representing the diversity of UCI Health community. Up to 8 UCI Health staff members also may serve on the PFAC. The first meeting for the UCI Patient Family Advisory Council will be held on April 24th, 2019.

Other

Challenge 16 - Person and Family Engagement

Please describe any best practices your organization has learned through your commitment and share valuable lessons or challenges that were overcome

We have learned that it takes significant amount of time to recruit and develop a Patient Family Advisory Council (PFAC) to ensure diversity and inclusion of all form of payors that are treated at UCI Health. We have been able to establish this diversity in our PFAC and will better assist with improve the quality, safety and patient experience for all members of the UCI Health patients and surrounding communities. It is extremely important to be highly selective of the candidates for these committees, so that these individuals are dedicated to ensuring that our patients and families have a successful, compassionate, safe, and supported healthcare experience.

Impact Details

Initial Commitment	Commitment Update	Project Next Year
Lives Lost 0	Lives Lost 0	Lives Lost 0
Lives Spared Harm Target 0	Actual Lives Spared Harm in last 12 months 0	Lives Spared Harm Target for following calendar year 0

Lives Saved Target 0	Actual Lives Saved in last 12 months (might differ from initial target) 0	Projected Target of Lives Saved for following calendar to try to finish commitment 0
	New Lives Lost (lives lost – actual lives saved) 0	

Acknowledgement

Yes, I acknowledge that this commitment may be used for external communication and publicly announced at the World Patient Safety, Science & Technology Summit. Furthermore, I agree that this commitment may appear on the website of The Patient Safety Movement Foundation or the Masimo Foundation. I also give permission for my commitment to be used in support of the promotion of the World Patient Safety, Science & Technology Summit as well as The Patient Safety Movement initiative.