

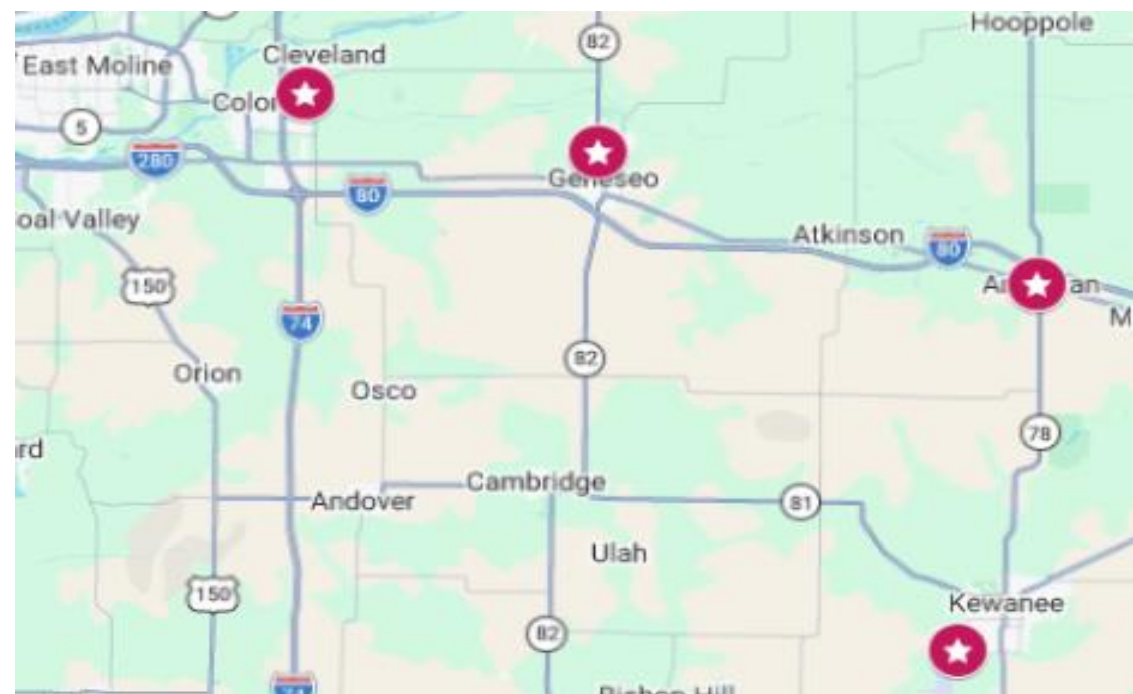


Establishing a Patient Family Advisory Council (PFAC)

Presenter



Krista Nixon MSN, RN, CPHQ, CEN, TNS, EMT-P
Vice President of Quality

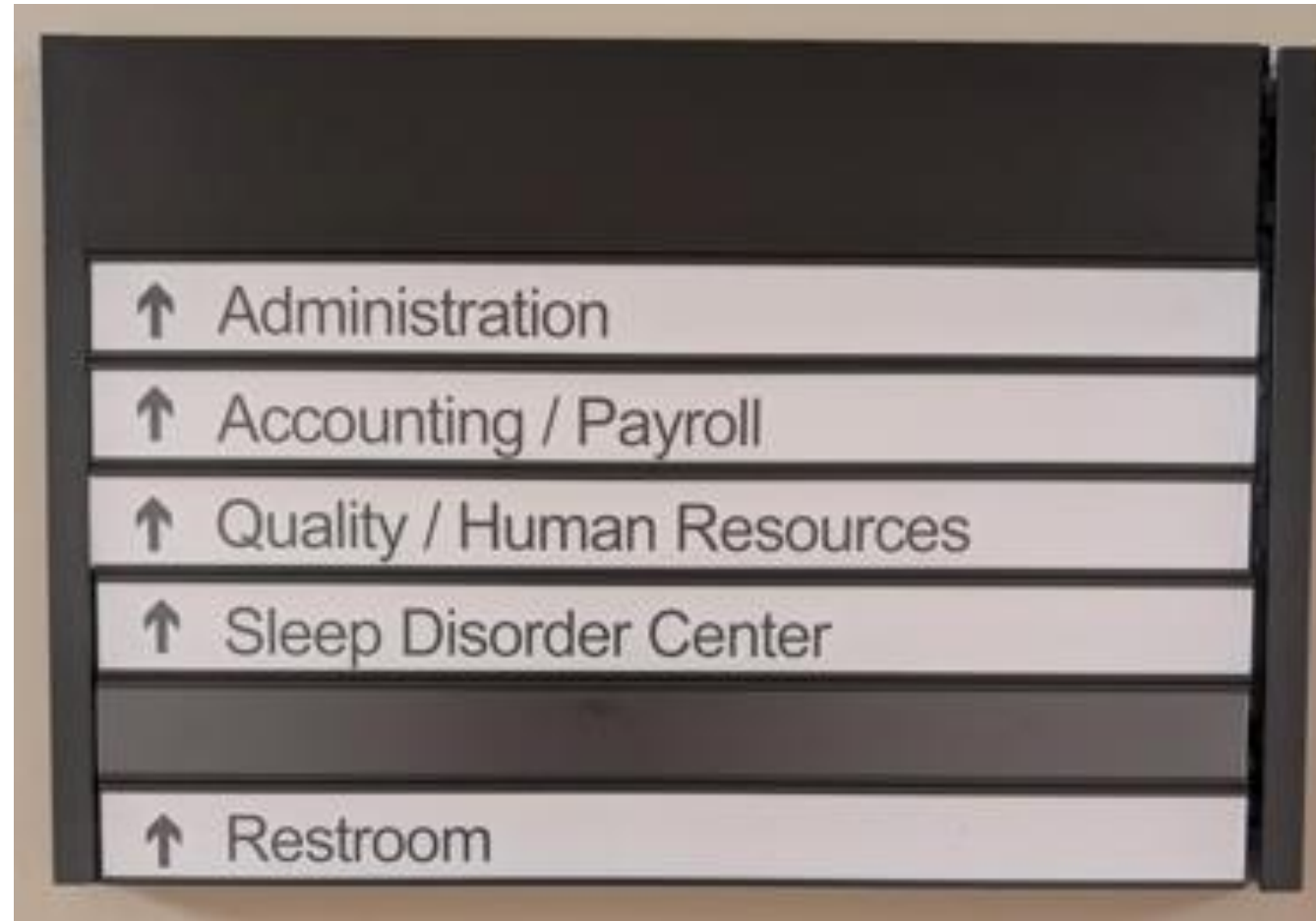


Mission: To improve the quality of life in our communities through excellence in healthcare.

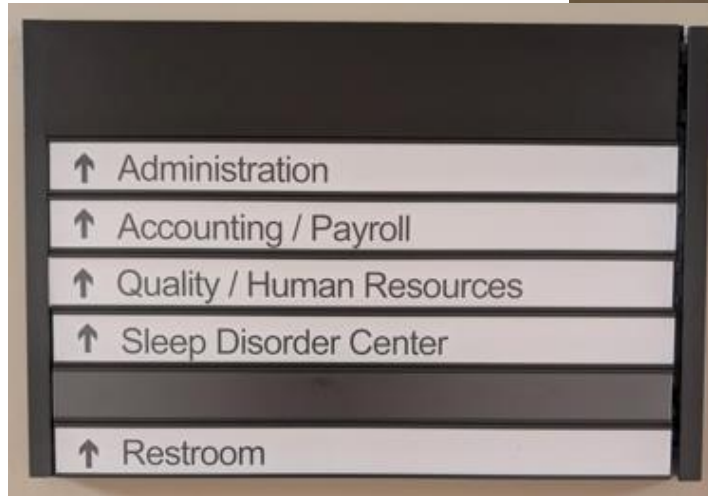
Vision: Medical Excellence Close to Home: Hammond-Henry Hospital provides medical excellence close to home through the delivery of a broad Spectrum of superior, evidence-based healthcare in an attractive state of the art facility to all patients from our communities. Hospital staff are all focused on an excellent patient experience in an atmosphere of teamwork and innovative thinking, where Staff and physicians alike can find inspiration and joy in their vocation on a daily basis.



Seeing Through Their Eyes



Seeing Through Their Eyes



Stakeholders

Coach

Administration

Board

Fellow
Managers

Quality Council

Community
Members

Activities

- Research on PFAC
- Recruiting
 - Met with managers to get names of good candidates in the community.
 - Personally made invitation calls.
- Scheduling the meeting
- Document development
 - Drafted charter
 - Made agenda
 - Compiled meeting packet

Timeline

- Meeting with Coach- 11/21/25
- Gained Admin Support- 1/12/2026
- Gained Board of Director Support- 1/20/2026
- Connected with Managers for member prospects- 2/2026
- Making calls to prospects- 3/2026, had all members by 3/31/2026
- Scheduled kick off meeting and sent invite 4/3/2026

Successes and Barriers



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Outcomes to Date

Kick off meeting was April 15, 2026!





Next Steps

Next meeting is scheduled for June 17, 2026
TOPIC of Focus is “Way Finding”



Thanks

- ICAHN
- Fellowship Coach Jessica Carter, BSN, RN, Chief Nursing Officer at Ferrel Hospital
- Hammond-Henry Hospital Administrative Team





Thanks!
Q&A