

Patient Partnership Council

Mission Statement

To participate in the design and structure of processes that ensure the development of effective and sustained partnerships with patients/residents and families to enhance quality, safety and the experience of care at Central Peninsula Hospital and its family of services.

Year 2024 In Review

- Meetings were held in January, February, April, May, August, October, December
- First organizational meeting held January 24, 2024
- Confidentiality training provided and Council members signed a confidentiality agreement.
- Council Members were encouraged to become volunteers for the hospital. We have 4 of our 7 patient members volunteering.
- Drafted and approved the Handbook and Bylaws for the Council
- Presentation by the CNO on the HCAHPS survey process and for the reported from April 2021-March 2022.
- Reconnection to Purpose training offered for Council members to attend. We had 3 of our members attend this training.
- A PDSA on Improving Room Cleanliness was shared with the Council with the results showing an increase from 69-72% to 81.6%.
- The Draft of the 2024 Strategic Plan was shared with the Council by the CEO at a special meeting for the Council. Feedback was received from the Council and incorporated into the Plan. Throughout the year, updates were made to the Council.
- The new CPH mission, vision and values were shared with the Council.
- Top Person – Centered Accomplishments for 2023 were shared with the Council.
- Planetree Teams were shared with the Council and Council members were encouraged to attend these meetings. Four members have expressed interest in different Teams with several of them attending these meetings.
- Planetree Gap analysis was shared with the Council. Two members attended the focus group in August and offered their ideas, suggestions, etc.
- Person-Centered Care Policy with DEI shared with the Council:
- Highlights from Planetree Conference shared by the CEO – Shaun Keef, and Katie Mae Tallent
- Planetree Gap Analysis report provided for review
- Integrative Therapies Utilization and Interest Survey results were shared.
- Reviewed Joint Books and Patient Bedside Guidelines and offered input.