Partnering together, sharing our voices
Table of contents

Community Voice ................................................................. 1
In-person councils ................................................................. 2
E-advisors ........................................................................... 4
Key accomplishments .............................................................. 6
The year ahead .................................................................. 8
Thank you ........................................................................ 9
At Novant Health, we value the voices of our patients and their loved ones. Community Voice is Novant Health’s patient and family advisory council (PFAC) and patient and family e-advisory council (ePFAC). Community Voice is made up of patients, their loved ones and Novant Health team members, all working together to improve the patient experience.

Community Voice advisors attend in-person meetings while e-advisors participate online via surveys. Our in-person councils meet every other month at several of our medical centers, and our e-advisors respond to electronic surveys a couple of times a month to share their voices. The feedback from our advisors and e-advisors is shared with leaders across Novant Health and used to improve the healthcare experience we provide.

In 2018, Community Voice had tremendous growth, and we are pleased to share our first annual report highlighting the important work of these councils.
Community Voice 2018

In-person councils

2 in-person councils when started in 2014

7 in-person councils created by 2018

113 in-person advisors

13 projects completed in 2018

7 Novant Health facilities with an in-person council

- Novant Health Brunswick Medical Center
- Novant Health Forsyth Medical Center
- Novant Health Kernersville Medical Center
- Novant Health Matthews Medical Center
- Novant Health Presbyterian Medical Center
- Novant Health Rowan Medical Center
- Novant Health Thomasville Medical Center

- Patients and family members
- Novant Health team members

- White
- Black
- Latino
- Other

- Female
- Male

- Age 0 to 17
- 18 to 44
- 45 to 64
- 65+
Community Voice 2018 E-advisors

2017
Year e-advisor council was launched

4,188
e-advisors by 2018

19
surveys sent from 2017 to 2018

6 focus areas of engagement

<table>
<thead>
<tr>
<th>Focus Area</th>
<th>2017 %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Patient experience</td>
<td>85%</td>
</tr>
<tr>
<td>Patient education</td>
<td>15%</td>
</tr>
<tr>
<td>Facility and clinic planning</td>
<td></td>
</tr>
<tr>
<td>Technology</td>
<td>71%</td>
</tr>
<tr>
<td>Operations</td>
<td>15%</td>
</tr>
<tr>
<td>Quality and safety</td>
<td></td>
</tr>
</tbody>
</table>

- **Patients and family members:** 85%
- **Novant Health team members:** 15%

White: 71%
Black: 15%
Latino: 9%
Asian: 3%
Other: 2%

Female: 68%
Male: 23%
Not identified: 9%

52.3 years
Average age
Food services
Our in-person council advisors at Thomasville Medical Center and Forsyth Medical Center reviewed our food services. Advisors at Thomasville Medical Center evaluated the quality of food served to patients through a tasting event and reviewed our food services menu. As a result, menu enhancements have been made, including a change of menu items and the addition of heart healthy indication and carbohydrate count. Advisors at Forsyth Medical Center provided detailed feedback regarding the facility cafeteria’s appearance and cleanliness, team member engagement with visitors, as well as their experience and overall satisfaction with the food services provided in the cafeterias, Seasons and Bistro 3333. This feedback was shared with facility and department leaders.

Revitalizing our facilities
We enlisted our in-person council advisors to help improve our patient room aesthetics at Rowan Medical Center. Advisors toured our patient rooms and then provided feedback on how to improve the decor and aesthetics. They suggested using local artwork to reflect our community, changing the accent wall to face the patient, decluttering the room and other enhancements. In response, we partnered with our local schools to have signs made that bring in a personal touch from the community. Since then, we have been able to redo the rooms on the hospital’s third floor and have seen an increase in patient satisfaction for this area.

Human Experience Innovation Council
The Human Experience Innovation Council (HEIC) sought out our e-advisors to help prioritize their upcoming projects. A one-question survey was sent to our e-advisors asking them to rank four project ideas, in order of value or importance in affecting their overall healthcare experience. The two highest ranked projects were improving the waiting room experience and creating better follow-up processes. HEIC is currently making both of these projects a priority, thanks to our e-advisors.
Wi-Fi access
Our medical group clinics sought to improve the waiting room experience for our patients. A survey was sent to our e-advisors asking which amenities they would like to have while in our waiting rooms. Through this survey, we found that our patients and family members value having Wi-Fi accessibility throughout our clinics, including connection availability in the exam room. In direct response to this survey, Wi-Fi was added to Novant Health clinics that did not have it and signs indicating “No cell phones” were removed from all clinic waiting rooms.

Scheduling
Our medical group’s scheduling and referral optimization team worked to create two e-advisor surveys to gain direct patient feedback. The survey topics were preferences when changing an appointment and referral appointment scheduling. The insights gained from the surveys are being put to use throughout the patient scheduling experience. Direct actions are being taken. Soon patients will be able to schedule their referral appointments through MyChart and patients will be able to add themselves to the waitlist.

Whiteboards
Novant Health’s director of patient education attended multiple in-person council meetings and received feedback about what content patients and loved ones would like included on the whiteboards located in hospital rooms. A survey regarding patient whiteboards also was sent to our e-advisors so that they could weigh in. Our patient education team evaluated the feedback from both the in-person councils and the survey and updated the patient whiteboards to reflect our advisors’ suggested changes. New whiteboards were available starting October 2018.
The year ahead for Community Voice

1. Increase patient and family participation in our in-person and e-advisor councils.
2. Continue sending out two to three surveys a month to e-advisors, focusing on the healthcare experience at Novant Health.
3. Involve more institutes and departments in requesting feedback from our advisors and e-advisors.
4. Recruit with diversity in mind, ensuring our advisors and e-advisors reflect the populations we serve.
5. Launch in-person councils at additional Novant Health facilities.
6. Capture stories from our advisors and share with Novant Health team members and the community.
7. Launch a behavioral health patient and family advisory council.
Thank you

We would like to thank all of our in-person advisors and e-advisors for their time and ongoing contribution to Community Voice. You have a voice in your healthcare community, and we value your feedback.

For more information about Community Voice or to learn how to get involved, please visit our webpage at NovantHealth.org/CommunityVoice. If you would like to be a part of Community Voice, please apply to be an in-person advisor or sign up to be an e-advisor.

We look forward to our continued partnership in 2019 and beyond!

Sincerely,
Melissa Parker
Vice president and patient advocacy officer, Novant Health

Hank Capps, MD
Senior vice president and chief digital health and engagement officer, Novant Health
Nondiscrimination and access to healthcare: Novant Health does not discriminate against any person on the basis of race, color, national origin, religion, disability, sex, veteran status, sexual orientation, gender identity or age with regard to admission, treatment or participation in its programs, services and activities, or in employment. Free foreign language interpreters are available for individuals with limited English proficiency. Free sign language and oral interpreters, TTYs and other services are available to deaf and hard-of-hearing persons. For further information about this policy, contact: Novant Health director of internal audit and compliance, 704-384-7638 or TDD 1-800-735-8262.