

Objective

To improve the patient experience at Knoxville Hospital & Clinics through the identification of specific improvement opportunities, enhancements, and opportunities by patients and caregivers.

Background

Knoxville Hospital & Clinics had an active Patient and Family Advisory Council (PFAC) until 2020 when pandemic and staffing factors prohibited the council from meeting. As part of renewed Organization Excellence efforts in 2025, the Quality Director and Marketing Director determined that KHC needed to reestablish the Patient and Family Advisory Council.

Actions Taken

- ❖ Providers and department leaders were asked for referrals of patients and family members that might be interested in joining the PFAC. Applications were also solicited through social media.
- ❖ Members were selected and invited to attend the kick-off meeting in March 2025. The group determined that bi-monthly meetings would be most effective.
- ❖ The PFAC met in March, May, July, and November 2025 (September was cancelled due to PFAC member conflicts preventing attendance) and January and March 2026.
- ❖ All PFAC members were oriented to the role and given a list of expectations.
- ❖ Agendas were shared a week prior to the meeting and reminder emails and texts were sent the morning of the meeting.
- ❖ Throughout the year, the PFAC members received tours and information about the Emergency Department, Specialty Clinic, Infusion Center, Physical Therapy, and Patient Billing Services.

Patient and Family Advisory Council:
A renewal of engagement strategies

Knoxville Hospital & Clinics



2 members not pictured

Next Steps

The Quality Director and Marketing Director are working to recruit additional members for 2026-2027. The first year of the program focused on foundational information but we plan to look at specific patient materials and workflows to gather feedback from PFAC members about improvements in patient and family engagement and experience.



An Affiliate of **MERCYONE** SM

Analysis

We invited 15 members to join the PFAC in January 2025. Of those 15, we had seven members join and attend our meetings regularly:

- 1 member attended 50% of meetings,
- 3 members attended 67% of meetings, and
- 3 members attended 100% of meetings.

Communicating the PFACs impact was important to the success of the program. We shared this summary of accomplishments of the first year of the PFAC with our PFAC members and our Senior Leadership:

- ❖ Contributed to discussions identifying KHC’s greatest strengths and opportunities for continued improvement.
- ❖ Encouraged staff to continue sharing information about services, specialists, events, and other updates on social media to better inform and educate the public.
- ❖ Recommended regularly checking security mechanisms at various locations, such as the front desk and Emergency Department, to ensure proper function.
- ❖ Gained insight into the billing process and shared feedback on improving transparency related to payment in full discounts.
- ❖ Shared a recommendation, based on personal experience, to purchase larger privacy screens for the Infusion bays to further support patient privacy and comfort.
- ❖ Provided vital feedback about updated patient account statements that will be launched in 2026.

Overall, leadership and the PFAC members felt we had a successful first year. The current PFAC members are planning on returning to the group for the 2026-2027 term.