



*Prevention & Medical Care
To Help You Live Better, Longer.*

2024 PFAC ANNUAL REPORT

March 2025

Introduction

2024 marked the third year of activity for the Valley Medical Group (VMG) Patient and Family Advisory Council (PFAC). We offer our sincere appreciation for the members of our PFAC who shared their time, ideas, and feedback to enhance the quality, efficiency, and experience of care for patients and families of VMG.

Membership

In 2024, the Patient and Family Advisory Council had thirteen active members representing all four health centers. At the conclusion of 2024, eight members concluded their terms on the council having served a full 3 years (term limits defined in the council charter). Two members stepped down who had served one year on the council. Recruiting for new members to the council began in December 2024.

Meetings

The council met remotely on four occasions in 2024. Quarterly meetings will continue to be held by zoom on Monday evenings.

Work

The council discussed a variety of issues in 2024, these included:

- VMG Website
- Patient portal
- Weekend Urgent Care: Purpose, Access and Hours
- Communications with patients
- SLACK as a communication tool for the council
- Medical Care Oversight and Questions Regarding Care Planning
- Ordering Lab and Other Medical Testing
- Referrals to Specialists
- Recruitment of new providers to VMG
- Management of patient care needs with healthcare shortages
- Approach to telehealth and options available for patients
- Medical Director role and responsibilities
- Council membership

The council members were asked to provide specific feedback on the following:

- Wellness Wall Materials
- Primary care letter to all patients
- Inclusion Poster for VMG Waiting Areas
- Telehealth options available and information made available for patients on the VMG website

Summary

The Valley Medical Group Patient and Family Advisory Council serves as an invaluable resource to the organization, providing direct feedback and counsel from patients and families on VMG policies, approaches to care, communications, and services. We look forward to continuing to hear your ideas and concerns and improving our communication to patients via our website, patient letters and emails, and written materials in our health centers.

Respectfully,

Paul D. Carlan, MD
President and Chief Executive Officer

Gina Campbell MSN RN
Vice President Clinical Operations