



# Patient and Family Partnership Council

Evans Army Community Hospital

Patient Experience Branch

Mr. Jackie Samuel Jr.

February 21, 2024





- TRICARE PRIME
- Enrolled at EVANS
- Active-Duty Service member and Family Member

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- **Partner** with hospital doctors, nurses, and administrators to help improve the quality of our clinic's care for all patients and family members.
  - **Give Feedback** to the clinic based on his or her own experiences
  - **Helps** us plan changes to improve how we take care of patients
  - **Works** with the clinic for either short or long-term commitments, depending on the project.
  - **Receive Pharmacy Front of line privileges**

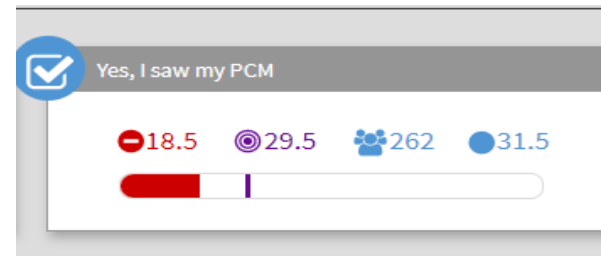
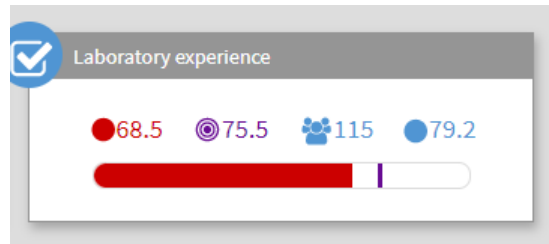
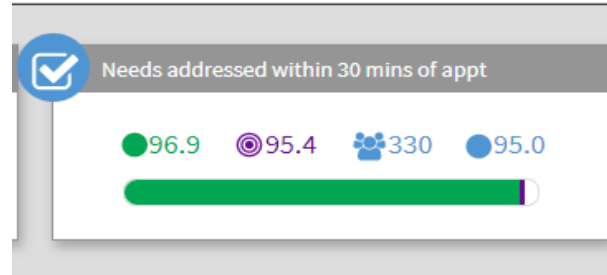
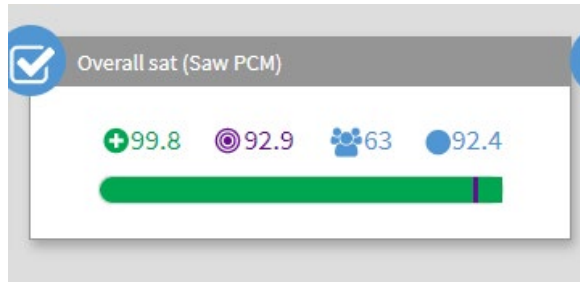


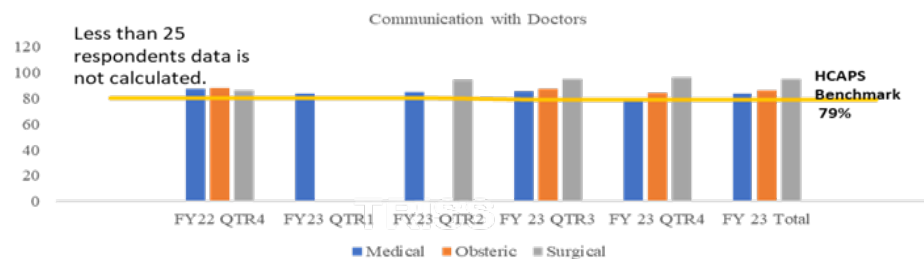
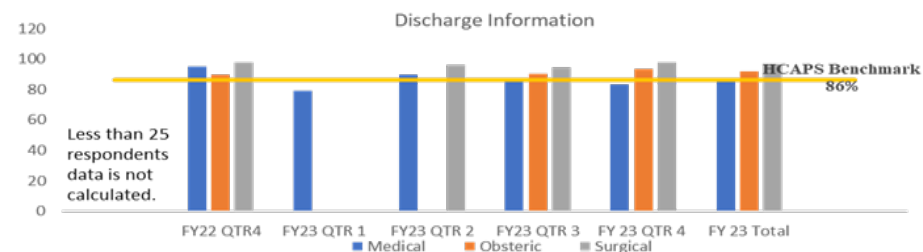
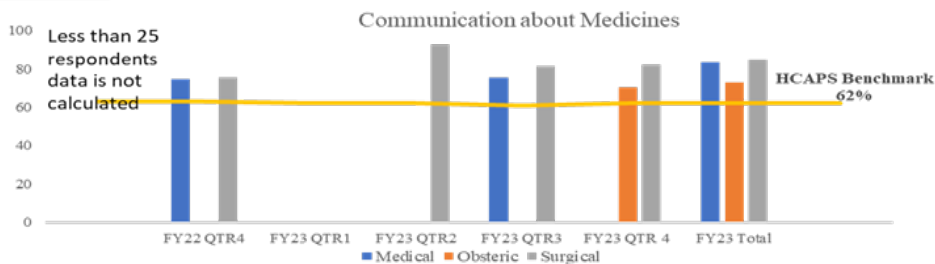
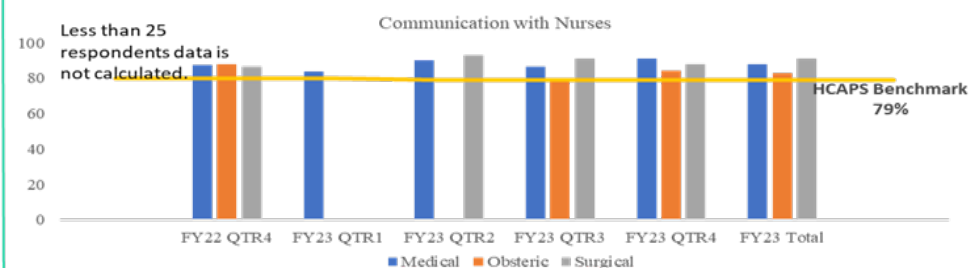
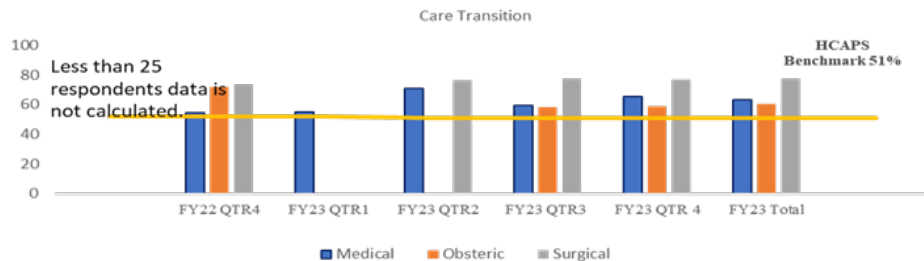
# JOES SCORES

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- **Care and Service:**
  - Courtesy & Respect / Clerks and Reception **85.9% to 92.5%** (Benchmark: 85.4)
  - Courtesy & Respect-Provider: **94.4% to 94.9%** (Benchmark: 92.4)
- **General Access**
  - Needs Addressed within 30 min. of Appt: **97.1 to 96.9** (Benchmark: 95.4)
  - Able to see provider when needed: **77.8 % to 75.5%** (Benchmark: 73.6)
  - Informed about Appt. Delay: **66.6% to 73.9%** (Benchmark: 62.2)
- **Other Services**
  - Pharmacy Experience: **71.1% to 72.6 %** (Benchmark 64.2)








- QTR 4 FY23: Individual product line meet or exceed benchmark
- Overall product line QTR 4 FY23 HCAPS measures meet or exceeded benchmarks
- Data not calculated due to <25 response to questions
- QTR 4 FY23: July2023- SEPT 2023
- FY23 Total: OCT 2022- SEPT 2023



A historical painting depicting a large group of people, likely a council or a meeting, gathered in a circular room. The room has high, vaulted ceilings and is illuminated by several large, ornate chandeliers. The people are dressed in period clothing, and the overall atmosphere is formal and significant.

Meet quarterly for 1 hour with Hospital  
Command Team @ EVANS BK George



**COLORADO**  
MILITARY HEALTH SYSTEM



# **Evans Army Community Hospital**

Mr. Jackie Samuel Jr.

Chief, Patient Advocate

EACH Patient Experience Branch

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•Ms. Jessica Hudson-Waller

•Patient Advocate





# Questions

