



PATIENT ENGAGED RESEARCH CENTER

Patient Advisor Program 2019 Annual Summary



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Henry Ford Health System
Public Health Sciences
Patient Engaged Research Center (PERC)

Overview

In October 2013, Henry Ford Health System was one of seven organizations chosen from across the country to participate in a groundbreaking infrastructure development initiative to improve patient outcomes through engaging patients, families, community groups and healthcare providers in healthcare improvement and research. The Patient Engaged Research Center (PERC), led by Dr. Christine Johnson, has developed a flexible model to facilitate dialog and shared learning between all stakeholder groups by developing targeted training and support services for individual providers and patient advisors ensuring all voices are heard in the shared goals of providing safe, timely, efficient, effective, equitable, patient centered care.

The PERC Flexible Engagement Model

Henry Ford Health System's Patient Engaged Research Center (PERC) has created a unique flexible stakeholder engagement model that meets the needs of diverse stakeholders (patients, families, providers, payers, and industry) across platforms, (Integrated Health Systems, Academic Medical Centers and Community Medical Clinics) to support participation in a multitude of disciplines including clinical care and research, quality improvement, and patient experience work. The four types of Advisor roles are outlined below.

Health System Advisors: Serve as a Patient Advisor representative on Patient/Family Advisory Council or healthcare committee focused on designing or improving a new or current program, service, policy or process.

Research Advisors: Serve as Patient Advisor members of funded research projects giving input on study design, outcome measurement selection, data collection and dissemination of research findings.

E-Advisors: Share feedback by participating in short online surveys. Topics may include: patient care experiences, new services and improvement ideas, and better ways to partner with patients.

Focus Group Advisors: Participate in focus groups and provide feedback on own personal healthcare experiences, as well as other key healthcare delivery topics

Recruitment, Training, Engagement and Retention

The ability to communicate effectively is key to a successful experience for Patient Advisors and other team members. Before an Advisor is placed on a project, the Patient Engaged Research Center (PERC) team discovers the interests and skills of each individual through an informal screening and provides training for each advisor.

Currently PERC has 407 trained and active Patient Advisors and 240 working on teams and committees across the Healthcare System. Fourteen (14) Patient Family Advisory Councils (PFACs) have been developed to address specific issues important to both patients and providers. The PFACs are co-led by patients and providers who develop a charter, specific initiatives and work plans,

facilitated by PERC, to fully address outcomes important to patients and the Health System. In order to support active participation for patients, families and providers educational workshops and webinars have been developed to meet the unique needs of each group.

For Patients and Caregivers, an easy application has been developed on PERC's website (henryford.com/perc) as the first step to become involved. One of PERC's staff will initiate a call to talk about the opportunities and schedule the applicant for a Welcome Workshop. The objectives of the workshop are to get to know the Patient Advisors and begin to understand their passions, priorities and skill levels to find the most appropriate placement for engagement.

Welcome Workshop

The 2-hour Welcome Workshop for Patient Advisors is built around the S.H.A.R.E acronym which outlines key attributes of a successful Patient Advisor. Each attribute is described, and each patient is coached and supported as they tell their patient story.

S= Solution Oriented

H= Helpful

A= Active Listener

R= Respectful

E= Effective Communicator

Providers also need support including tools on effective ways to engage with patients as partners on teams. We call these providers Patient Advisor Buddies. To provide that support, a 30-minute HFHS University class was developed and is mandatory for providers who are asking for patient advisors to join their teams. This class was developed jointly with the Office of Clinical Quality and Patient Education and PERC. Bi-monthly support calls for Advisor Buddies to share successes, solve challenges and share knowledge are facilitated by PERC.

3rd Annual Patient Advisor Retreat

Each year the Patient Engaged Research Center hosts a Patient Advisor Retreat to celebrate the Patient Advisors and all the work they have done to make positive changes in Research and Healthcare improvements across the Health System. Patient Advisors, researchers, administrators and providers are all invited to attend this daylong event. This year's Retreat gave Patient Advisors and Buddies the opportunity to share councils/committee accomplishment through an interactive poster session. This judged poster session ended with awards to the winning posters of several categories. The Retreat also provides skill building activities and learning sessions. This year's topics included a Research 101 Skill Building Session, a presentation on the All of Us Research Hub, and a special Patient Advisor presentation. A favorite among the attendees was Dr. Rana Awnish's presentation and book signing. This yearly event also offers a great networking opportunity among attendees.



Patient Advisor Social Events

In 2018, PERC began to host Social Events for Patient Advisors and Buddies. These events give Patient Advisors and Buddies a chance to have fun and socialize with individuals who they may not meet otherwise. The social events are meant to bring people together and enjoy themselves.

February 4th: Back by popular demand was the **“Painting with Patient Advisors”** event- Patient Advisors joined us for a painting with a twist style activity and created some winter themed art canvases.



December 18th: “Patient Advisor Jingle & Mingle” This holiday celebration invited patient advisors and buddies to come together to play games, mingle, and celebrate the holidays!



Research Based Councils

1. All of Us Research Program

Members: Angeline McLamb, Bridget Knox, Caree & Tom Raymond, Cheryl Beamgard, Debra Fowlkes, Denise Hardaway, Donna-Lynn Riley, Doris Rowe, Edward Brzozowski, Ellen Stefanovich, Ellen Bowden, Ellen Kershenbaum, Gloria Myers, Howayda Messiha, Jeaneane Havstad, Jeremy Washburn, Khalia Hill, Kimberly Swift, Laura McCourt, Linda Stechison, Mary Griffin, Dr. Rande Bloom, Rhonda Baker-Levingston, Rhonda Hall, Rita Lockridge, Roseanne Horne, Stacy Mina, Tehra Verellen, TyKasha Lewis-Harper, Wendy Simpson-Paige, Elizabeth Rubinstein



Buddy: Karen Kippen

The All of Us Research Program is a historic, longitudinal effort to gather data from one million or more people living in the United States to accelerate research and improve health. By taking into account individual differences in lifestyle, socioeconomic, environment, and biology, researchers will uncover paths toward delivering precision medicine – or individualized prevention, treatment, and care – for all of us. This very active group’s mission is to work with Henry Ford leadership and staff and the National Institutes of Health (NIH) to improve the participant experience in All of Us. The group meets bi-monthly and has given feedback on key participant marketing messages and materials, and social media and website content and appearance and an area wide post-card campaign. They have reviewed and improved the overall outreach and engagement strategies including physician letters to their patients to introduce the program.

The NIH shared the site for the national research database <https://www.researchallofus.org/> and heard our advisors feedback on using the portal and made updates before release of the resource nationwide.

The patient advisors have also given feedback to the National Institutional Review Board through our leadership team about return of value from the program to participants.

The advisors also brought ideas to expand our local community outreach through their personal contacts and networks which is helping to educate the public about this Precision Medicine

Health System Based Councils

2. Care Transition

Members: Gary Ladd, Sandra Perez, Christianne Sims, Valerie Stott, Ellen Stefanovich, Patrick Ferguson, Anita Hall, Naila Usmani, Susan Hengesbaugh, Joann Kok, Sophia Hua, Gloria Myers, Edward Weidenbach, Miles Barnett, Ellen Bowden, Donna-Lynn Riley, Catherine Sanders, Carolyn Bough

Buddy: Angela Murphy

Begun in November 2015, this group’s mission is to improve transitions between care settings. One approach is to leverage electronic documents such as the “after visit summary” to make information about care and medications clear and easy to understand in a format that is designed to be patient centered. These efforts have resulted in changes that have been implemented in the most recent Epic upgrades. Recently, the U.S. Patent & Trademark Office has officially registered

the name C.A.R.E. Program Caregiver Assistance Resources and Education Program®, which included input from the patient advisors on a caregiver binder. The Care Transitions and Population Health team merged in March 2019. The transition went well, and we have made some successful system changes.

Accomplishments:

- Identified system terminology for SMART goals to be used on all patient education documents when needed.
- Successfully merged the care transitions and population health PFACS
- Revised and standardized the look and feel of the current inpatient Sonifi TV system to go live December 2, 2019
- Updated the unit info sheet for Henry Ford Hospital.
- Updated the Wyandotte trauma department and local fire department's fall prevention document.
- Reviewed and updated the system MI-POST information sheet to be implemented in 202.

3. Care Experience

Members: Bonnie Bodart, Toni Bowker, Linda Czajka, Pamela Koch, Sue Small, Avia Warmack, Diana Wiebusch, A. Ruth Williams, Robert (Bob) Perkins, Sonya Cook, Gloria Myers

Buddy: Anna Marcantonio, Michelle Turylo (administrative support)

Begun in March 2016, this group's focus is on how to improve communication between patients and providers to support better outcomes for patients. Their work enables HFHS to provide the highest standard of safe comprehensive and compassionate healthcare through integrating the voices of the patients, families and their caregivers as partners with the Care Experience team.

Accomplishments:

- Acting as Champions of the ideal care experience by bringing their ideas, thoughts and opinions about various topics and processes.
- Reviewing communications to patients and families to ensure engagement and partnering in health care services.
- As needed, recommending to other teams (i.e. Care Experience Team, System Quality Forum.), areas for improvement in the service experience and/or quality.
- Collaborate with care experience and research projects as appropriate; including serving as advisors to time-limited project-focused efforts.
- Providing a feedback mechanism to fill in communication gaps between patients, caregivers and providers.

4. Henry Ford Cancer Institute

Members: Joyce Gant, Molly Marco, Bud Howell, Michelle Solomon, Christina Pitts, Nestelynn Gay, Deidra Moody, Roxann Ellens-Dickson, Doug Smith, Sandra Keller, Gary Ladd, Speed Gant, Julie Bates, Steven Waski, Keith White, Yalonda Jackson, Kimberly Brown, Linda Czajka, Linda Stechison, Lynne Aldrich, Fred Lavery

Buddy: Danielle Nelson



Begun in early 2016, this group of cancer patient, survivors and their caregivers advise leaders on plans for a destination cancer center to be built on Henry Ford's Downtown Campus. They have given guidance to the architecture firm on specific building features and the most important cancer support services that are important to patients. They have been awarded \$250K in PCORI funding to develop precision medicine cancer research questions and are developing a research agenda and dissemination plan for their work.

Accomplishments:

- Wrapped up PCORI funded Cancer Precision Medicine (CaPM) project
 - » Filmed CaPM video
- HFCI Pavilion Tour with PFAC
- Provided insights on HFCI
 - » Design, development, liminal bell
- Provided feedback on-
 - » Supportive Oncology Services resources and website
 - » Cancer Survivorship Clinic
 - » Cancer Survivorship Celebration Event
 - » Community Engagement Initiatives
 - » Healing Arts Program

5. Consumer Facing Technology / Digital PFAC

Members: Angela Oleksiak, Catherine Sanders, Denise Hardaway, Doug Smith, Jean Szymanski, Mary Ingram, Melinda Janson, Pat Dempsey-Klott, Robin Partmon, Sonya Hunter-Guest, Susan Klein, TyKesha Lewis-Harper

Buddy: Chava-Sara Cramer

Supporting Champions: Courtney Stevens, Anna Hansard, Thomas Eisemann

This brand-new group was established to ensure that the voice of the customer (patient/caregiver) is an integral component in HFHS decisions. Patient Advisors on this council will attend meetings where key innovative areas in the system will partner and present to them digital and technology concepts, ideas, programs, tactics, communication, patient materials, and offerings for their collaboration, review, assessment and feedback.

Hospital Based Councils

6. Henry Ford Wyandotte

Members: Beverly Jager, Bonnie Bodart, Carole Bell-Duolos, Cindy McGrath, Debra Page, Diana Wiebusch, Kathy White, Loreleen Hyden, Lynn Ward, Mary Novak, Nancy Alberts, Pamela Cook

Buddy: Julie Johns

Begun in January 2015 to address the specific needs of the Wyandotte Community, this group has been active in ED redesign as well as improvement in patient billing statements. This council provides advice, consultation, evaluation and recommendations regarding programs, educational efforts, selected research activities and operational initiatives that affect patients and families. They continue to be a vital link between Henry Ford Wyandotte Hospital and the community.



Accomplishments:

- Emergency Department Patient and Family Brochure
- Emergency Department Express Care Process Redesign
- Emergency Department Signage for safety and awareness
- Medication Communication Sheet (images and side effects of most commonly prescribed meds per unit) to assist with increased discussion of medication use and effects.
- ICU Family Welcome Booklet
- AWE Card (Appreciating Wyandotte Employees) Program review and Signage input
- Workplace Violence and Communication to Families when patients are identified
- Surgical Suite Family Waiting Area Redesign
- Daisy and Honeybee Award- Patient facing criteria to increase awareness and understand of awards and increase nominations.

7. Henry Ford Macomb Hospital

Members: Andrea Wulf (Co Lead), Terry Seewald, Sandra Keller, Susan Klein, Wanda Francisco, Darlene Preston, Jenifer Jo “Joie” West, Gary Jamerino, James Pujdowski, Sandra Leonard, Laurie Thiel, Janice Robichaud, Dennis Grebur, Patrick McLogan

Buddy: Maureen Bennett

Begun October 2016, this group’s focus is to provide feedback and recommendations on our Patients Satisfaction Scores and the care and amenities we offer to families, friends and staff. Additionally, the PFAC will make recommendations on directional signs, new builds and renovations. The Macomb PFAC in 2019 met quarterly, which will change for 2020 to every other month. We meet on the 3rd Thursday at the Macomb Campus.



Accomplishments:

- 1st Quarter met with Regional Director of Cancer Center and discussed Virtual Visits for our Patients. Took part in a Loyalty Questionnaire on virtual care to share ideas/concerns surrounding this mode of treatment. Virtual Visit recently initiated in 2019.
- 2nd Quarter met with Macomb President and picked out artwork for our new Surgical Patient/Family Lounge based on numerous prints.
- 3rd Quarter met with Director of Case Management to discuss thoughts around setting up a Discharge Lounge and what that would look like from a patient’s perspective. Those discussions brought back to Discharge Lounge Committee for further progression towards having a discharge lounge.
- Quality Director meeting with Co-Lead, Andrea Wulf on working on a Falls Committee. Pre-meetings in 2019, and further work to continue in 2020.
- Through-put committee initiated in 4th Quarter of 2019, PFAC will be involved in 2020.
- New North Tower meetings to begin in 2020 with PFAC meeting with the Architects of build. 2019 we shared the Tower Build information and secured involvement from our PFAC.
- Book report on In Shock.
- Director of Facilities shared upcoming builds and changes with lighting in parking lot.

8. Henry Ford West Bloomfield Hospital

Members: Caree Raymond, Teresa Bowers, Tom Raymond, Michael Simon, Chuck Pokriefka, Clarence Mills, Dennis Allgeier, Janet Smith, Kelly Tate, Linda Ali, Linda LaLonde, Lynda Shaw, Mary Drouillard, Peggy Simon

Buddy: Lori Wendt

The Henry Ford West Bloomfield Patient/Family Advisory Council (HFWB PFAC) was established in 2018 to enable Henry Ford Health System (HFHS) to provide the highest standard of safe, comprehensive, and compassionate healthcare while integrating the voice of patients, families, caregivers, and the community of Henry Ford West Bloomfield Hospital (HFWB). The HFWB PFAC serves as a formal mechanism for involving patients and families in policy and decision making.



Accomplishments:

- Corp Business Office: PFAC Feedback was used in the design sessions with VisitPay, the vendor that will be used to improve the experience with patient billing and payment.
- Surgical Services: PFAC Feedback was used to assist the Surgical Services team with helping patients understand their discharge instructions which impacts their patient satisfaction survey.
- Business Planning: PFAC input was the driver of decision making for redesign of the VITA space.
- Radiology: PFAC recommendations and input was used to reform the radiology scheduling process as it relates to voicemails, faxed orders, and appointments. This ultimately markedly decreased the complaints related to their department.
- Emergency Medicine: Many changes were made as suggested by PFAC, example: limiting visitors brought back with patient, implementation of surge sign, and hallway bed verbiage. ED brochure was also changed and perfected with recommendations made by the PFAC.
- HFHS Marketing: New HF site was named by the HFWB PFAC as well as the design and wording of the Billboard signs announcing our arrival.
- Emergency Medicine: PFAC provided feedback regarding the ED Patient Satisfaction Survey that was shared with the ED staff directly to formulate their action.
- IPD: PFAC provided feedback regarding the IPD Patient Satisfaction Survey that was shared with the IPD staff directly to formulate their action.

9. *Henry Ford Hospital*

Members: Brenda Allen, David Grudzinski, Deidra Moody, Doug Smith, Lorraine Mayberry, Lynette Gilmore, Mary (Molly) Marco, Michelle Solomon, Roxann Ellens-Dickson, Steven Wasko, Tasha Grays, Yalonda Jackson

Buddy: Jack Jordan

Supporting Campions: Eman Chami, Dr. Ian Rubinfeld, Gwen Gnam

Begun in 2018, this unique group was formed from all patient advisors that already had a placement on a different PFAC. This will bring the work of many teams together in one place.



10. Henry Ford Allegiance Health

Members: Babette Dickelman, Cathy Onsted, Danny Lacy, Deanna NaDell, Lee & Sharon Joplin, Lisa Brown, Mary Jo Montague, Mistique Ott, Richmond Morgan, Robin Shuberg, Sally Van Schoick, Sheenita Davis, Tanda Reynolds

Buddy: Suzy Turpel, Amy Sayles

While the Allegiance had already formed a group of patient advocates years ago, it was formally structured with the help of the Patient Engaged Research Center as of April 2019. The HF Allegiance PFAC's top priorities for 2019 was and still is communication and diversity, process/technology relating to the Emergency Department, overall patient experience, and the community meet and greet with hospitalists.



Accomplishments:

- Created our first strategic plan
- Accomplished several goals on the plan including;
 - » Meeting with ED Director to learn and provide feedback on better communication between patient and patient care staff
 - » Shared Provider Communication Workshop content to show steps for improved communication between provider and patient
 - » Review and input on the Patient and Family Welcome booklet
 - » A standing room only community event introducing the hospitalist group to the community
 - » A diversity presentation, "Bridges Out of Poverty" - diversity was one of the top things they identified in the planning
 - » Added eight new members
 - » Identified two leaders

Clinical Care Based Councils

II. Head and Neck Cancer

Members: Bill Adams, David Grudzinski, Doug Smith, Erik Hanby, Gail Paskind (Virtual Advisor), Gary Ladd, Jennifer Menser, John Skovranko, Linda Stechison, Mary Solowski, Maryrose Pharo, Melinda Janson, Patrick Coughlin, Ralph Picklo, Sam Gachupin

Buddy: Steven Chang, MD

The Ear, Nose and Throat Patient and Family Advisory Council spent most of 2019 immersing themselves in patient-centered research and brainstorming research projects and quality initiatives to work on. In June, the PFAC participated in the Brigitte Harris Cancer Pavilion hard hat tour and provided feedback to the project managers. Additionally, the PFAC helped PFAC member Jennifer Menser decide on a logo for her organization the Oral Cancer Awareness Michigan (OCAM) and some participated in the Annual 5K run/walk during the summer. Patient Advisor Ralph Picklo shared his patient story at the Annual Multidisciplinary Head and Neck Cancer Symposium, and Patient Advisor Gary Ladd provided a Letter of Support for a PCORI grant proposal with the Henry Ford Audiology department. Towards the end of the year, the PFAC assisted their Council Champion, Dr. Steven Chang, in submitting a research proposal to the Patient Centered Outcomes Research Institute titled, "Shoulder Function after Sentinel Lymph Node Biopsy versus Elective Neck Dissection for Early - Stage Oral Cavity Cancer." The Patient Advisors wrote, edited and signed a letter of support and the funding proposal is still under review.

12. Transplant Living Community (TLC)

Members: Cheryl Cushingberry, Terrence Jones, Aarolyn McCullough, Tim Davidson, Sarita Leak, Johnnie Miller, Ron Orzell, Ed Gizowski, Tom Smith, Jay Warner, Kristen Wimberly, Cassandra Allen, Dorothy Wise.

Buddy: Elizabeth Rubinstein, Kelly Collins, MD



This group reconvened in March of 2016, to focus on standardizing and care integration of patient and family lifestyle education through a patient developed tool call ACESSM. A key focus is establishing ACES Lifestyle classes for all organ transplant categories pre and post-transplant and incorporating ACES curriculum with medical staff through in-service presentations for in patient units and ambulatory clinic.

They have also received \$40K in PCORI funding for their PCORI Pipeline to Proposal Project (P2P), Transforming the Gift of Life into a Transplant Living Community and continue to be engaged in development of comparative effectiveness research questions through a nationwide survey tool.

Accomplishments:

- Perpetuated patient, family, supports and Transplant Institute physicians and staff commitment to the

underlying TLC premises delineated in ACES®:

- Perpetual recruitment of PFAC volunteers through physician/nurse coordinator referrals, TLC identification during bedside discharge teaching, holiday party promotionals and self-referral.
- Defined “Patient Engagement” through collaboration between PFAC patient members and staff
- Oriented, Trained and Onboarded New TLC-ACES Volunteers/Ambassadors for a total of 16 active TLC/ACES-Ambassadors
- Conducted productive TLC alternating monthly meetings @ 3 hours each x5 = 15+ hours; 100% goals met +/- or exceeded.
- Conducted productive quarterly PFAC meetings @ 1 hour each x4 = 4+ hours; 100% goals met +/- or exceeded.
- Created an “Educational Card to assist patients in asking for support pre-transplant, with December 2019 targeted implementation.
- Contributed through presentations & a welcome table and information at the inaugural July 15, 2019 Grand Rapids Transplant Institute Support Group: 35 attendees
- Initiated regular bedside education of patients and their supports related to heart transplant and lung transplant.
- Distributed on an annual average of 100,000 pieces of patient education per year from our Ambulatory Clinic TLC Patient Education Station at HFH K-16, equating to over 1,000,000 pieces of patient/family education over 10 years
- Submitted a PCORI Letter of Interest in Research Opportunity: The Impact of Social Determinants of Health on Transplant Candidate Education

13. Hermelin Brain Tumor Center



Members: Amanda Christian, Adele Demchik, Bill Ayers, Allen Demchik, Ron Leach, Megan Langford, Sandy Pederson, Marc Betman, Tiffany Crowe, Matthew Beck, Angela Jackson

Buddy: Dr. Tobias Walbert, M.D., Dr. James M. Snyder, D.O., Lisa Scarpace, Nestelynn Gay

This group started in March 2018 with a goal to enhance the patient experience at the Hermelin Brain Tumor Center by implementing ideas based on feedback from patients, families and caregivers.

Accomplishments:

- **Input on Support Group:** Feedback and critical input on the curriculum of the Hermelin Brain Tumor Support was provided. Suggestions were provided to the neuro-oncology nurse navigator and the schedule for 2020 will incorporate the PERC suggestions.
- **PERC Retreat:** Three advisors attended the PERC Retreat on May 29, 2019 and presented the Hermelin PFAC poster (photo).
- **Neuro-oncology Care Pathway:** Provided feedback on the Neuro-oncology Care Pathway to Project Manager Ambur Alexiou on August 14, 2019. Patients opinions about multidisciplinary care will be incorporated into the neuro-oncology care pathway after moving to the new cancer center in 2020.
- **Palliative Care and Neuro-Oncology:** The Hermelin PFAC met with a representative from Palliative Medicine on September 11, 2019 to give feedback about their current knowledge and advise how the topic might be best presented to patients.
- **Hard hat tour of the new Brigitte Harris Cancer Pavilion:** September 20, 2019 – Hard hat tour of the BHCP (photo)
- **Focus Group on how to improve care for newly diagnosed brain tumor patients:** PFAC team hosted a one-time focus group with 17 newly diagnosed patients and caregivers. The following are being developed based on feedback from the group: “Important Phone Numbers” Fridge Magnet, Key Clinic Contact Directory. Development of a surgical education module, and continued feedback to medical oncology partners.
- **PFAC Sustainability:** Recruited 4 new advisors, total advisors for 2020 was increased to 14

14. Perioperative Brain Health

Members: Caree Raymond, Tom Raymond, Michelle Solomon, Denise Mason, Kathleen Waun, Rhonda Adams

Buddy: Gary Loyd, MD

Begun in 2017 and led by Dr. Gary Loyd, this group is currently reviewing patient education for orthopedic surgery including hip and knee surgery to create understandable education modules for patients and caregivers. This group was awarded a Sinai Medical Staff Foundation award for \$120K. in 2019 this group transitioned and now is focusing on Perioperative Brain Health Initiatives.

Individual Placements

Ethics Committee

Member: Pastor Deborah Smith-Satterwhite
Buddy: Karen Smith

Integrated Michigan Patient-Centered Alliance in Care Transitions - IMPACT

I-MPACT- Congestive Heart Failure HFWB

Member: Carolyn Bough
Buddies: Emily Nerreter, Lori Leman

I-MPACT- Congestive Heart Failure HF Hospital

Member: Wendy Simpson-Paige,
Roxene Blakey
Buddies: Emily Nerreter, Tracy Boback

I-MPACT- Congestive Heart Failure HFWH

Member: Currently Recruiting
Buddies: Emily Nerreter

I-MPACT- Skilled Nursing Facility Committee HFWH

Member: Beverly Jager, Bonnie Bodart,
Kathy White
Buddies: Emily Nerreter, Trisha Ribitch

System Patient Education Council

Members: Christianne Sims
Buddy: Angela Murphy

HFH Stroke Transitions of Care Committee

Members: Currently Recruiting
Buddy: Megan Brady

Radiology Customer Service

Member: Currently Recruiting
Buddy: Jessica Zadorozny, Lisa Brown

Quality Safety Reliability Committee (QSRC)

Member: Mike Sarokin
Buddy: Karen Kippen

HFH Quality Committee

Member: Mike Sarokin
Buddy: Jack Jordan

HFHS Critical Care Committee

Member: Keith Martin
Buddy: Alicia Wafer

Cardiac Rehab Committee

Member: Felicia Grace
Buddy: Crystal Grimshaw

Pursuing Equity Patient Care Committee (PEPC)

Member: Currently Recruiting
Buddy: Denise White-Perkins, MD

Patient Advisors at Conferences

Agency for Healthcare Research and Quality (AHRQ) “Making Learning Healthcare Systems More Patient-Centered” Conference- Baltimore, Maryland



Cancer Center Patient Advisors, Steven Wasco and Linda Stechison, attended the Agency for Healthcare Research and Quality (AHRQ) funded conference called “Making Learning Healthcare Systems More Patient-Centered”. This May conference located in Baltimore, Maryland and focused on learning more about best strategies to advance patient-centered outcomes research (PCOR) from across the nation. The Patient Advisors were joined by PHS Department Chair Christine Johnson.



The Institute for Patient and Family-Centered Care (IPFCC) 2019 Annual Conference- Detroit, Michigan

The Institute for Patient and Family-Centered Care (IPFCC) 2019 Conference was a success for PERC and two Patient Advisors. Patient Advisors Mike Sarokin and Kelly Tate joined PERC staff members at this year’s IPFCC Conference located in Detroit. Kelly served as a panel member and gave a moving speech about her patient and caregiver story. Two hundred attendees gathered at the two-day intensive seminar that provided comprehensive and practical sessions for leaders, staff, physicians, nurses and other clinical staff, patients, and families on how to be effective agents for patient- and family-centered change in their organizations.



2019 Patient-Centered Outcomes Research Institute (PCORI) Annual Meeting-Washington D.C.

Patient Advisors Sandy Keller and Molly Marco joined PERC staff Karen Kippen, Heather Olden, and PFAC Buddy Danielle Nelson at this year's PCORI (Patient-Centered Outcomes Research Institute) annual Meeting in Washington DC. As part of this year's theme, "Making a Difference: Using Patient-Centered Research Results in the Real World," attendees learned about how patients, researchers, clinicians, payers, and others across the healthcare community are working to make health research more useful and relevant.

Henry Ford Health System's 6th Annual Multidisciplinary Head & Neck Cancer Symposium- Detroit, Michigan

Patient Advisor Ralph Picklo was a guest speaker at the 2019 Head & Neck Cancer Symposium.



