

Keep Calm and Lead On

By Kimberlydawn Wisdom, M.D., M.S., senior vice president of Community Health & Equity and chief wellness & diversity officer at Henry Ford Health System



In my 20 years of busy emergency medicine practice with Henry Ford Health System, I relied on my intense urban medical training and experience every day. But there was something else I relied on that became just as valuable: I learned to Keep Calm. In the midst of seeming chaos, disarray and constant commotion, I realized the importance of being non-reactive, not to let emotion take over reason, and to never stop thinking how to best meet the needs of patient and families.

As I led my ER team, we kept working. We stopped the bleeding, started the breathing, gave clot busters for heart attacks, opened chests to resuscitate hearts, delivered babies, and tried to give shots of hope daily. Even when it became overwhelming, we didn't sit down and rest. We continued to treat every patient who walked or rolled through the doors. And we did it all – first and foremost – by keeping calm.

For anyone working in health care, today's political, news and social media environments have many parallels to practicing in a busy ER. Every day there is a new crisis or another event that dominates the news media and fills our Facebook feeds. The tides turn quickly, and yesterday's hot topic is old news as another more surprising or uproarious event emerges.

In the midst of disruption and what often feels like turmoil, it's as important as it was in that busy ER to keep calm and lead on. Although not as fast-paced, in Community Health we also have our moments where, more than ever, we are called to keep calm and focus on the persons and communities we are called to serve.

Over the last several months, I have had countless conversations with people expressing angst regarding walls being built in this country and communities being separated. While we may not have the ability to influence those decisions, there are many more opportunities where leadership can impact walls or barriers that separate. First, at the 2017 Mackinac Policy Conference, Detroit Mayor Mike Duggan reminded us about the walls that exist in our own community, such as the Detroit

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Celebrating 10 Years of Youth Summits

Generation With Promise (GWP), led by Dr. Kimberlydawn Wisdom, held its 10th annual Youth Summit on Jan. 18, attended by more than 200 youth and adults, including 155 students. Youth Wellness Ambassadors from six of the 12 total schools facilitated the sessions. The Detroit Pistons led a clinic and launched a PistonsFit Challenge running from February through May. Schools tracking and achieving the greatest amount of physical activity will be entered to win a grand prize. Henry Ford board member and business leader Greg Jackson, who has made a generous \$100,000 gift to GWP, attended the Youth Summit and enjoyed Instant Recess and other interactions with youth and staff. In addition to five Youth Summits, Jackson's gift will also fund five GWP summer programs. GWP is a grant-funded initiative led by Henry Ford that brings nutrition education, physical activity promotion, and youth leadership development to elementary, middle and high school students throughout metro Detroit, as well as nutrition education for adults in a variety of community settings.



Healthcare Equity Scholars put Insight into Action

The second class of Henry Ford Health System Healthcare Equity Scholars graduated in October 2017. This group of 22 employees participated in a 12-month program exploring healthcare equity issues and expanding their skills and understanding. The program challenged them to use an equity lens to address disparities in healthcare quality and patient experience.

“This year, the group had access to robust, detailed Henry Ford databases that enabled them to examine data stratified by social factors such as race, language and income. We also added content on bias and micro-aggression to make it more relevant to what is happening

in our world today,” says Denise White-Perkins, M.D., Ph.D., director of Henry Ford’s Institute on Multicultural Health.

At the program graduation, scholars showcased their projects with poster presentations. Application information for the next class of Healthcare Equity Scholars will be communicated in the Morning Post and internal Henry Ford communications.

For a complete list of 2017 Healthcare Equity Scholars graduates and their projects, access the online version of this issue of *Transforming Times* at www.henryford.com/communityhealth.



Karine Pawlicki,
senior health
planning and
promotions
coordinator, HAP

Project: Assessing attitudes and readiness to create a directory of LGBTQ-affirming physicians and physician willingness to use an affirmation statement geared toward the LGBTQ population.

“The health equity scholars program shined a light on issues of healthcare disparities we don’t always see in our everyday focus. We’ll continue to apply our knowledge to develop programs that remove barriers to care.”



Martina Caldwell,
M.D., Department
of Emergency
Medicine,
Henry Ford
Hospital

Project: Using an appreciative inquiry approach to develop diversity and inclusivity initiatives in the emergency department.

“We’ve formed a multi-disciplinary committee - a forum to address diversity and inclusion in the emergency department. I used the technical tools I gained in the program to identify change opportunities and engage others in the process. It was powerful.”



Roberta Eis, R.N.,
MBA, manager,
Henry Ford Medical
Group - Primary
Care

Project: Engaging 18-to-59-year-old African-American men in a blood pressure control clinic.

“Working together with the team at Fairlane, my partner Beth Vincent, R.N., and I created an event, but poor response showed us that we were using the wrong approach. Now, we are trying different marketing angles to interest this group of patients in blood pressure control education.”



The 2017 class of Henry Ford Health System Healthcare Equity Scholars and leaders at the program graduation.

Henry Ford Allegiance Health builds Clinical-Community Linkages

A team led by Henry Ford Allegiance Health is heading up a community process to design a Clinical-Community Linkages (CCL) model that will change how the Jackson community delivers care and interacts with high-risk residents. Health providers and community organization leaders are working together to develop a screening tool and online system to identify residents who need assistance with basic needs like housing, safety, food and utilities, then connect them with community services.

“Rather than create new programs, our goal is to change and improve how the current system functions,” says Margaret Brown, MPH, RN, director, Population Management. “We’ll be able to collect data and find out where service gaps exist.”

Work groups consulted health providers and residents early on for their input. The Community Health Needs Assessment (CHNA) process was also a key tool used in developing the CCL program.

“Patients are unable to act on a plan of health care if more immediate needs are unmet. This is a step toward helping residents achieve a higher level of well-being,” explains Sheri Butters, manager, Jackson Collaborative Network.



Henry Ford Allegiance and community organization leaders, representing a broader community-based partnership, are developing a Clinical-Community Linkages model to change care delivery for Jackson’s high-risk residents.

DIVERSITY NEWS

Employee Resource Group membership triples

Since December 2016, membership in Henry Ford’s Employee Resource Groups (ERGs) has almost doubled, growing from 1,086 to 2,120. Three new ERGs formed in 2017:

EmPOWER leverages the efforts of African-American employees to better meet the life skills and health service needs of African-American employees, patients, and community members.

HF4Vets brings together military veterans. The group joined iCare4U for a presentation on post-traumatic stress disorder. Veteran Barbara Rossmann, president and CEO, Henry Ford Macomb Hospital, presented attendees with U.S. flags.

ABLE unites employees and retirees who have a disability, caregivers of persons with disabilities, and those seeking greater understanding.

Find out more about ERGs at <https://www.henryford.com/about/culture/diversity/erg>.



The combined iCare4U and HF4Vets meeting at Henry Ford Macomb Hospital brought employees and retirees together for a program on post-traumatic stress disorder, or PTSD.

Pistons Fit Week is a ‘Slam Dunk’ for Kids

In January, Henry Ford teamed up with the Detroit Pistons for Pistons Fit Week, a tradition now in its third year.

“Henry Ford LiveWell staff joins the Pistons as they visit schools in Detroit, getting the kids excited about fitness and nutrition through 5-2-1-0 games and competitions,” says Bethany Thayer, M.S., RDN, FAND, director, Henry Ford Center for Health Promotion and Disease Prevention.

Another part of Pistons Fit is a healthy cook-off. Pistons players, Generation With Promise students and Henry Ford chefs create two teams that go head-to-head to make their favorite dishes in healthier ways. A tasting panel that included CEO Wright Lassiter, Kimberlydawn Wisdom, M.D., M.S., Pistons legends and players from the WNBA choose the winner.

View a video about Pistons Fit Week: <https://www.youtube.com/watch?v=g-r6ko3a7Mg>.



The 2018 cook-off competition brought Pistons players Anthony Tolliver and Ish Smith (not shown), and Generation With Promise students into the kitchen at Henry Ford’s One Ford Place.

HFHS Team Trains Physicians in Macedonia

In the Republic of Macedonia, 37 percent of the population smokes. Supported by a grant from the Pfizer Foundation, a Henry Ford team that included Amanda Holm, MPH, CTTS, project manager, Community Health, Equity and Wellness, implemented a two-day training program for Macedonian physicians interested in counseling their patients on tobacco cessation.

“Macedonian physicians are challenged by a cultural tradition of smoking and a lack of resources, including medications, to encourage smoking cessation,” says Holm.

The team trained more than 100 Macedonian physicians who, in the first four months after training, conducted more than 18,000 counseling sessions with their patients.

LiveWell Kids promotes Family Health at Local Mall

The Henry Ford LiveWell Kids program teamed up with Fairlane Town Center in Dearborn to bring nutrition, fitness, self-esteem education – and fun – to children and their parents on four summer Saturdays. Zumba, cooking, drinking infused waters and eating healthier snacks were just a few of the activities.

Program leader and Henry Ford pediatrician Stacy Leatherwood, M.D., says, “We focused on how every family member can work together to change the culture of the home. The kids really got excited about healthy habits and changing behaviors.”

Families learned to create healthier meals and how to make favorites like pizza more nutritious. Activities were interactive and hands-on. “We created opportunities for children and parents to have a dialogue, practice what they learned and ask questions,” says Dr. Leatherwood. “It was practical advice that is doable.”

LiveWell Kids leaders are exploring opportunities to continue programming at Fairlane Town Center or other locations in the Dearborn community, and anticipate programming in summer 2018.



Connections Build HFHS Supplier Diversity

Supplier diversity is a relatively new business practice in the healthcare industry. At Henry Ford, building relationships with woman- and minority-owned businesses became a priority in 2001, and today, more than 400 minority- and women-owned businesses are part of the System's Supply Chain Management (SCM) database. The System has also committed to embracing LGBT- and veteran-owned suppliers.

"Our supplier diversity initiative uses an inclusive and transparent sourcing process to connect with talented, innovative, experienced and cost-competitive diverse suppliers locally," says Glenn Croxton, Ph.D., SCM director of procurement and vendor compliance.

Since 2014, purchases over \$20,000 are competitively bid to three or more suppliers, requiring the participation of one or more woman or minority-owned businesses. Supplier diversity strategy includes making connections through Employee Resource Groups (ERGs).

Supplier diversity is challenging to achieve in the construction industry. According to Croxton, "Two new System construction projects – the Center for Athletic Medicine & Pistons Performance Center and Brigitte Harris Cancer Pavilion – are excellent opportunities for Henry Ford to continue expanding our supplier diversity."

Lillian Lowery was recently appointed supplier diversity coordinator, working with the System's SCM Strategic Sourcing team to align suppliers with business opportunities.

Find out more at <https://www.henryford.com/about/supply-chain/diversity>.

Henry Ford honors its Diversity Heroes

Now in its 14th year, the annual Diversity Celebration honors diversity leaders at Henry Ford Health System. Awardees are nominated by their peers and selected by a multi-disciplinary committee. Winners display exceptional cultural awareness in interactions with patients, visitors and employees. The 2017 celebration guest speaker was Spencer Hoover, vice president and executive director, Henry Ford Cancer Institute. Information about nominations for the next Diversity Heroes awards program will be announced in the Morning Post, on OneHENRY and in other internal Henry Ford publications.

The 2017 Diversity Heroes

Brittany Wallingford, Behavioral Health Services
 Victoria Laurenzi-Jump, Community Care Services
 Amanda Holm, Corporate Services
 Marshelle Brooks, Health Alliance Plan
 Hannah Burke, Henry Ford Allegiance Health
 Tyffanie Walton, Henry Ford Hospital
 Ameldia Brown, Henry Ford Macomb Hospitals
 Jennifer Miller-Allgeier, Henry Ford Medical Group
 Earlexia Norwood, M.D., Henry Ford Medical Group, Senior Staff
 Jennifer Pahssen, Henry Ford West Bloomfield Hospital
 Allan Wong, Henry Ford Wyandotte Hospital



At the Diversity Celebration are (from left) Richard Smith, M.D.; Earlexia Norwood, M.D.; Marshelle Brooks; Hannah Burke; Spencer Hoover; Wright Lassiter; Brittany Wallingford; Jennifer Miller-Allgeier; Victoria Laurenzi-Jump; Tyffanie Walton; Amanda Holm; Kimberlydawn Wisdom, M.D.; and Norine Howie.

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Wailing Wall at 8 Mile Road. Walls aren't a new phenomenon and that wall was erected to create racial separation. What's more troublesome, yet can be remediated, are the often hidden psychological walls that exist between people when they do not feel comfortable engaging in conversation about race. So whether the walls are brick and mortar or relational, they still exist and signify our current less than ideal status. Finally, as we work, let's continue to be thoughtful, strategic and compassionate – clinically and culturally – and double down our efforts in having “the conversation” about race and ethnicity, calling people “in” rather than calling people “out,” and giving each other the benefit of the doubt.

Keep calm and lead on. It's my mantra, and it impels me in these interesting, challenging times to tune out the noise and tune in to the work guided by our Mission, Vision and Values. Together, let's move forward from a place of strength, focus, inclusiveness and energy to lead and inspire transformational change in our communities.

Cooking Matters™ expands to Henry Ford Medical Centers



Henry Ford's Generation With Promise has hosted the Cooking Matters™ program since 2008 in partnership with Gleaners Community Food Bank. Cooking Matters™ is a six-week program that combines nutrition education and cooking.

The program was expanded to include Cooking Matters for Adults™ (CMA) at three Henry Ford Medical Centers: Detroit Northwest, Livonia, and Fairlane (Dearborn). Participants learn menu and meal planning, hands-on food preparation, food safety, and shopping tips like choosing on-sale or in-season foods.

“Our goal is to share the program with lower resourced communities and families who are eligible for SNAP (Supplemental Nutrition Assistance Program, USDA) benefits. They learn to cook and eat healthier on a budget, and get maximum nutrition and delicious flavors,” says Murlisa Lockett,

M.A., Generation With Promise program manager. “Patients are telling their physicians how much they learned and are making positive changes.”

Data shows that almost all CMA participants report an increase in their consumption of fruit and vegetables daily and at least half increase their physical activity every week.

For more information, visit <https://www.henryford.com/about/community-health/generation-with-promise/cooking>.

Plans are under way to expand cooking and nutrition classes in partnership with existing Henry Ford health and wellness programs, including LiveWell WorkWell for employees. A four-week employee class called “LiveWell Cooks” has now been offered at two Henry Ford Medical Centers – Fairlane and Lakeside, Henry Ford Hospital, Henry Ford West Bloomfield Hospital, and Henry Ford Rehabilitation – Allen Park. Employees may contact their Wellness Innovator or email employeewellness@hfhs.org for details.

Henry Ford recognized as LGBTQ Healthcare Equality Leader

Four Henry Ford Hospitals received 100 percent scores in the Healthcare Equality Index (HEI) national LGBTQ benchmarking tool that evaluates healthcare facilities' policies and practices related to the equity and inclusion of their LGBTQ patients, visitors and employees. The HEI 2018 evaluated more than 1,600 healthcare facilities nationwide. Henry Ford Hospital, Henry Ford Macomb Hospital, Henry Ford West Bloomfield Hospital and Henry Ford Wyandotte Hospital were recognized as 2018 LGBTQ Healthcare Equality Leaders, four of only six hospitals in the state of Michigan to achieve this level of recognition. Find out more at www.hrc.org/hej.



Providers give Patients ‘Fresh Prescriptions’



At Henry Ford Hospital (HFH), Internal Medicine providers are writing “prescriptions” for fresh fruits and vegetables through the Fresh Prescription program. Patients take their prescriptions to an on-site farmer’s market, where they meet with a dietitian, set goals, and receive a \$10 gift card to spend in the market. They check in with the dietitian or health educator four more times, in person or by phone. The dietitian re-loads the cards for participants to spend up to \$160 total at local participating produce markets and farm stands. The program is part of a network of community partners. Visit <http://ecocenter.org/fresh-prescription>.

“Fresh Prescription makes a direct connection between the healthcare system and the food system,” says Generation With Promise Director Barbara Blum-Alexander, MPH, MSW. “Providers and patients recognize that changes in diet bring improvements in health.” Participants reported:

- 96 percent were better able to manage their health and chronic conditions.
- 78 percent increased their daily intake of fruits and vegetables, with an average of two servings daily.
- A subset showed decreases in blood pressure and weight.

At the HFH farmer’s market, operated by Fresh Corner Café, Henry Ford’s Generation With Promise staff hosted recipe demonstrations and tastings. The program generated so much interest that the farmer’s market began selling out their produce.

“There was a vibrant sense of community and camaraderie, and patients enjoyed seeing how to prepare what they were buying,” says Blum-Alexander.

Plans for Fresh Prescription include building on the partnership with Detroit’s Eastern Market Corporation, exploring potential for area grocery stores or farm stands to offer the program year-round and in additional areas.

The Fresh Prescription program is funded in part by the Gail and Lois Warden Endowed Chair on Multicultural Health.

‘Groceries’ Pilot puts Food in Patient Homes

A pilot program that provides on-the-spot emergency food boxes to patients was launched at three Henry Ford Health System locations in October. “Henry’s Groceries for Health” is a one-year program that puts food directly in the hands of patients.

Working together with Gleaners Community Food Bank, staff in three areas – Henry Ford Hospital Academic Internal Medicine, and two Henry Ford Comprehensive Care Centers at Detroit Northwest and Taylor – identify patients at risk for food insecurity.

“Patients receive an emergency food bag at their office visit, then a bag every two weeks for six months,” says Katherine Scher, R.N., CCM, director of Population Health Management for Henry Ford. “We are gathering data on how the availability of consistent, nutritious food affects our patients’ overall health, such as keeping to their medication regimen and avoiding unnecessary visits to the emergency room or hospital.”



Supporting the Henry’s Groceries for Health pilot are (from left): Shawn Ramseyer, MHSA, RN-BSN, OCN, group practice director, Academic Internal Medicine; Chiquita Whitfield, R.N., ambulatory case manager, Population Health Management; Karla Hollins, LMSW, social worker, Academic Internal Medicine; Monica White, supervisor, Population Health Outreach; Kanisha Good, Population Health Coordinator; Amber Atkins, Population Health Coordinator.

Awards and Recognitions



Diversity Focused Company,
Corp! Magazine



Excellence in
Supplier Diversity,
Great Lakes Women's
Business Council



Best and Brightest in Wellness®, Michigan



Michigan Fitness Foundation,
Governor's Fitness Award –
Healthy Workplace

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2016 – 2017 HENRY FORD HEALTH SYSTEM HEALTHCARE EQUITY SCHOLARS

Martina Caldwell, M.D.	Senior Staff, Dept. of Emergency Medicine, Henry Ford Hospital	The Early Evolution of Diversity & Inclusivity Initiatives in the Emergency Dept. (ED): An Appreciative Inquiry Approach
Terri L. Cook	Patient Access Liaison, Henry Ford Health System	Lifestyle Education for Safer Surgeries
Mary S. Echols, C.N.M.	Nursing Coordinator, Ambulatory, Maternal-Fetal Medicine, New Center One	Improving Outcomes for Gestational Diabetic Patients Utilizing Epic
Roberta Eis, R.N., MBA	Manager, Clinical Care Design, Primary Care, Henry Ford Medical Group	Blood Pressure Control Disparities in African American Males
Kajon Franklin	Regional Manager, Business Operations, Henry Ford Medical Group	Race, Ethnicity & Language
Mary Gomez, R.N.	Nurse Educator, Case Management, Henry Ford Health System	Social Determinants: Leaving Against Medical Advice - Beyond the Hospital Problem
Brooke Hess	Manager, Marketing Content Strategy & Promotion, Corporate Services	More than Words: Designing Equity & Health Literacy in our Communications
Michelle Jesse, Ph.D.	Clinical Investigator, Transplant Institute, Senior Staff Psychologist, Behavioral Health	Increasing Access to Liver Transplantation via Satellite Clinics
Latricia Miles	Director, Business Operations, Henry Ford Medical Group	Race, Ethnicity & Language
Emily Nerreter	Population Health Management, Manager of Coding, Quality and Education, Henry Ford Health System	Addressing Population Health Inequities & Physician Performance Within the Construct of Hierarchical Condition Category Coding (HCC) in the Medicare Advantage Program
Sarah Parks	Contact Center Advocate, Translator Advocate, Henry Ford Health System	Measuring Outcomes for Patients Using American Sign Language
Karine Pawlicki	Sr. Health Planning & Promotions Coordinator, HAP	Attitudes, Knowledge & Willingness: An LGBT Climate Survey
Shawn Ramseyer, MHSA, RN-BSN, OCN	Group Practice Director, Internal Medicine, Henry Ford Health System	Equitable Management of Chronic Pain for Patients in General Internal Medicine
Emily Sexton, R.N.	Nurse Manager, Infectious Disease, Henry Ford Hospital	Social Determinants: Leaving Against Medical Advice - Beyond the Hospital Problem
Jason Sims, R.N.	Registered Nurse, Gastroenterology, Henry Ford Medical Group	A Proposal to Increase Colon Cancer Screening Rates in African Americans in the City of Detroit
Klementina X. Sula	Sr. Development Officer, Henry Ford West Bloomfield Hospital	Lifestyle Education for Safer Surgeries
Beth Vincent, R.N.	Nurse Manager, Specialty Clinics, Henry Ford Health System	Blood Pressure Control Disparities in African American Males
Kristine Walton, R.N.	Registered Nurse, Ambulatory, Obstetrics/ Gynecology, New Center One	Cost Benefits of Group Prenatal Care
Amy Williams, Ph.D.	Senior Staff Psychologist, Otolaryngology - Head and Neck Surgery, Henry Ford Health System	Disparities in Electronic Distress Screening During Treatment for Cancer
Nakia Williams, M.D.	Pediatrician, Dept. of Pediatrics, Henry Ford Medical Group	Medical Student Engagement in Decreasing Health Disparities
Renee Zack	Supervisor, Corporate & Community Wellness, Henry Ford Health System	Impact of Community Health Screening Outreach