

HOW CAN I BECOME A PATIENT ADVISOR?



CARE TRANSITIONS: COMPLETE CARE FROM THE HOSPITAL TO HOME

Henry Ford Health System's Care Transitions Patient/Family Advisory Council formed in November of 2015 with the intent to improve the patient's discharge experience from the hospital, known as "Care Transitions". The Advisory Council is focusing on the best practices that allow for the patient to have the best possible experience, which include clarifying the after visit summary provided to the patient upon discharge. Often times, when a patient is released, they or their caregiver, do not take the time to thoroughly read the discharge instructions, which can result in hospital re-admission. The Care Transitions Advisory Council is dedicated to tackling these types of issues by seeing what the hospital can do to provide instructions that are more user friendly.

EVENTS RECAP

Henry Ford Health System is a member of the Michigan Health and Hospital Association (MHA) Keystone Center Patient and Family Engagement Council. As a member of the council, the efforts of the PERC team at Henry Ford will improve quality and safety in health care, improve financial performance, and improve patient outcomes. The Patient and Family Engagement Community on the MHA Community website is a secure online networking website that allows MHA-member hospital staff and volunteers to collaborate, share information and facilitate quality and safety activities. The Patient and Family Engagement Community also houses educational materials and resources, such as the Michigan Hospital Resource Guide to Patient and Family Engagement, which can act as a starting point for hospitals looking to implement Patient and Family Engagement strategies and provides an array of resources for individuals or organizations seeking to advance their Patient and Family Engagement efforts. To learn more, visit: http://www.mha.org/keystone_center/



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NOW YOU CAN KEEP YOUR HEALTH IN LINE. ONLINE. WITH HENRY FORD MyChart.



Henry Ford Health System has taken its latest innovation global to give patients greater control over their health care. Henry Ford is proud to introduce MyChart, an online resource and app that allows patients

and families to take an even more hands-on approach to their health care. Henry Ford Health System has embraced and implemented this innovative technology more comprehensively than any other health care organization in Michigan.

"The goal of MyChart is to make patients feel more engaged", says Jacobe Schalk, Senior Application Analyst for Epic MyChart.

"With MyChart, we encourage patients to stay informed, that's why MyChart is designed so that the patient has control over appointment scheduling, test results and health data, and the option to communicate with their doctors through messages, and pay bills."

MyChart is dedicated to patient satisfaction and security, allowing patients to take care of themselves 24/7. To sign up or to learn more visit:

www.henryford.com/mychart/

WITH HENRY FORD MyChart, YOU CAN:

-  Consult your doctor via secure messaging or participate in an eVisit.
-  Easily view your lab or test results, many within 48 hours.
-  Renew your prescriptions.
-  Review account information and pay your bill.
-  Manage the health of your children or a loved one using the proxy feature.
-  Obtain health education information.
-  View past or future appointments and after-visit notes.

If you need assistance setting up your account or have questions about MyChart, contact HFMyChart@hfhs.org or call 1-800-HENRYFORD (436-7936).

FEATURED RESEARCH ADVISOR: LORE HYDEN



When I was asked to join the Patient and Family Advisor Council (PFAC) at Henry Ford Wyandotte, I accepted without hesitation. I knew that the premise behind PFAC was outstanding. The committee would serve as a valuable input tool, a platform for patients and family to openly express their feelings, ideas and concerns about the hospital; a place for the community to be involved in hospital improvement. So far, the PFAC has functioned beyond my expectations. Our committee has become a cohesive group as members share their personal and family experiences with the hospital. We freely express our ideas and opinions about hospital topics that are presented to us. The suggestions that come from our committee are appreciated and seriously considered when decisions are made by the hospital. We have seen the results. The PFAC is VITAL and POSITIVE! It is a privilege to serve as a member of the Henry Ford Wyandotte Hospital PFAC.



STAY CONNECTED TO PERC



Christine Johnson, PhD

We are off to a great beginning in 2016! In this issue of the PERC Newsletter you can read about Matrix Human Services, dedicated to breaking the generational cycle of poverty using their nationally recognized Transition to Success™ model. Our Patient Advisors are sharing their stories and working with us to improve healthcare through novel approaches to communication using After Visit Summaries (AVS) on the new Care Transitions Team. The Henry Ford Health System has committed to work with the Michigan Hospital Association’s (MHA) Health Engagement Network (HEN). This network is dedicated to including patients and families in improving care and focusing improvement efforts with a patient-centric approach. If you or your organization are interested in partnering with us to improve patient outcomes, visit our website www.henryford.com/perc and join us!

Happy Reading!

Christine Cole Johnson



MATRIX HUMAN SERVICES:
IMPROVING THE COMMUNITY FOR OVER 110 YEARS

Matrix Human Services is a 501(c)3 organization that has served the Detroit community and surrounding areas for more than 110 years. Started in 1906 by The League of Catholic Women, with the mission to fight poverty, Matrix Human Services’ mission remains the same: to continue to touch hearts and change lives in our community. Based in the Osborn neighborhood with programming at 40 locations across Detroit, Matrix Human Services serves more than 25,000 individuals and families each year, 14,000 of whom are children. In fiscal year 2013-14, 27,000 hours were donated by volunteers and 240,000 pounds of food were distributed to underserved Detroit families.

Matrix is leading dynamic change across the country with its Transition to Success Model™. This poverty model, implemented across all Matrix programs, coordinates care for basic needs, learning to read, getting an education (including GED and higher education), financial literacy and volunteerism. “The Transition to Success Model is a strategic and holistic approach to serving our immediate community in the



most comprehensive way possible. Our goal is to use best practices to engage and encourage individuals and families to find ways to overcome the barriers that prevent them from leading healthy and happy lives,” says Carolyn Elliott, Project Coordinator at Matrix Human Services. Matrix’s vision is to have a national model of care that frames poverty as a condition that requires treatment and not a character flaw. That dream is today becoming a reality for many Detroit families. Matrix is dedicated to changing the mindset of community leaders and those served by providing a realistic pathway to improved health and economic self-sufficiency.

To learn more visit www.matrixhumanservices.org.





- *Would you like to share your ideas on healthcare change?*
- *Would you like to have a voice in patient-centered healthcare programs?*
- *Do you want the opportunity to improve healthcare for the next patient?*

If you answered YES, to 1 or more of these questions, we invite you to become a
HENRY FORD PATIENT/FAMILY ADVISOR!

At Henry Ford's Patient-Engaged Research Center (PERC) patients can volunteer to serve as advisors on new programs and enhance how we deliver care. Based on your areas of interest, we have the right role for you!

OPPORTUNITIES INCLUDE:

- **Henry Ford Health System Advisor** – Serve as a representative on a hospital council or committee. You will attend meetings focused on designing or improving a new or current program, service, policy or process. *(Meeting times vary from once every 3 months to once a month)*
- **Research Advisor** – Share ideas and give feedback on projects, including patient reading materials and strategies to enroll people into studies. *(Meeting once a month to once every two months)*
- **E-Advisors through Henry Ford Insights** – Share feedback in short online surveys. Topics may include patient care experiences, communications, new services and improvement ideas, and better ways to partner with patients. *(Time commitment: about 1-2 surveys per month)*
- **Focus Group Patient Advisor** – Participate in a focus group and provide feedback on your own personal health care experience. *(One-time commitment of 1.5-2 hours per focus group)*

To learn about Henry Ford's efforts to EMPOWER their patients and how to become a patient/family advisor visit www.HenryFord.com/PatientAdvisor



See back for more information

WHAT IS IT LIKE TO BE AN ADVISOR?

HFHS ADVISOR

As an HFHS Advisor, your voice and experience as a patient will influence the changes that are made across Henry Ford Health System to benefit other patients. As an active partner on these councils, you represent the patient voice and experience and will attend meetings with other members of the team. Telling your patient story and providing feedback on hot topics around the system are just two of the many duties of HFHS Advisors. For example, you may be placed on a Service Excellence Patient Advisory Council, focused on customer service, or serve as an Advisor to help create an After Visit Summary that is easier for the patient and their caregivers to navigate.

RESEARCH ADVISOR

As a Research Advisor, you will be asked to share your experience as a patient and share feedback on how things could be improved for the next patient. Depending on the project, you will help create surveys used in research projects or review those already created to evaluate if they make sense, are too long, or need rewording. You also may be asked to review letters sent to participants as well as give your feedback on how we can recruit more participants. The study team may ask you, how much do you think is an appropriate amount to pay someone to fill out a survey, or you may be asked to complete the survey to see how long it takes. These are just a few of the many key types of input you as a Research Advisor may be asked to provide.

E-ADVISOR (INSIGHTS COMMUNITY)

As an E-Advisor, you will be sent surveys anywhere from once a month to once every three months. At the beginning of each survey, there are pre-qualifying questions to make sure you are eligible to continue. With each eligibility survey you take, you will be entered into a sweepstakes drawing. The surveys can vary widely in content and will vary in length. For example, a survey was sent to the members of Insights Community that focused on teens and their parents and how they work together to achieve a healthy lifestyle. Teens and parents, meeting certain eligibility requirements, were asked to take 20-30 minutes to answer questions about how often they exercise together, eat dinner together and the types of lunches the teens take to school every day.

FOCUS GROUP ADVISOR

As a Focus Group Advisor, you will be a part of a group of Advisors with many different experiences and backgrounds. Whenever there is a focus group request, we will reach out to the pool to see if you are eligible to participate. For example, we just finished focus groups on how Henry Ford Hospital might be able to improve customer service, if needed, and making sure the healthcare you receive is the best it can be. Being a Focus Group Advisor is a one-time commitment although you may qualify and can participate in more than one group.

To learn about Henry Ford's efforts to EMPOWER their patients and how to become a patient/family advisor visit www.HenryFord.com/PatientAdvisor