

## PATIENT ADVISORS CELEBRATE 2017 SUCCESSES AT ANNUAL RETREAT

On May 2, more than 80 Patient Advisors gathered and celebrated their 2017 work and achievements co-planned by Patient Advisor, Nieta Wilson.

The annual retreat provides patient advisors an opportunity to meet new people, improve leadership skills, and obtain continuing education. This year the patient advisors met together to get system updates, recognize achievements, and learn about the transformation of health care.

The day started with a meet and greet buffet breakfast and Patient Advisor BINGO where attendees got to learn more about each other, their hobbies, interests and lives outside of their Advisor roles. A group of informative speakers included:

- **Michelle Schreiber, MD**, Henry Ford Health System, Senior Vice President and Chief Quality Officer
- **Daniel Mullins, PhD**, Professor and Chair, Pharmaceutical Health Services Research, University of Maryland School of Pharmacy
- **Gail Graham**, Director, Mt. Lebanon Baptist HIV/AIDS Outreach Services, Global Representative for Community Advisory Board
- **Shawn Bennis, MSN, R.N.**, Family Caregiver Coordinator, Henry Ford Health System

After lunch, the Advisors participated in an Emotional Intelligence training with representatives from the Henry Ford Human Resources group. The Advisors formed small groups to discuss what emotional



*Patient Advisor Chuck (Charles) Pokriefka asking a question during the keynote speaker session.*

intelligence meant to them. They learned how to use these skills in their everyday lives and also as Patient Advisors. Attendees were quite engaged with the skill building session content and enjoyed working together during the group work and sharing their ideas with other Patient Advisors and Henry Ford employees.



*From bottom left front clockwise: Diana Weibusch (back to the camera), Avia Warmack, Suma Varma (Patient Advisor Buddy), Sharon Sigler, Renee Taylor, Michelle Solomon, Michelle Turylo (Patient Advisor Buddy) working together on the Emotional Intelligence Skillbuilding Session.*

The annual retreat was cited by Advisors as one of the greatest benefits of being part of the program. Some feedback included:

- ***“I liked the interaction with other patient advisors. Excellent topics covered by engaging and knowledgeable presenters.”***
- ***“I liked how the different presentations and skill building all had different things to provide. The variety made for a more well-rounded experience.”***
- ***“The day was filled with interesting speakers and topics. The day went by so fast!”***

If you are interested in joining or learning more about the Patient Advisor program at Henry Ford, please visit [HenryFord.com/PERC](http://HenryFord.com/PERC)

# PATIENT ADVISOR SPOTLIGHT

## CAREE & TOM RAYMOND



Caree Raymond underwent hip replacement surgery on both hips several years back at Henry Ford Hospital. During her recovery from surgery, a physician's assistant shared information about the Henry Ford Patient Advisor Program, and suggested it might be something she would be interested in joining.

Caree, along with her husband, Tom, who have both been Henry Ford patients for more than 30 years, were intrigued by the Patient Advisor Program because of its "openness and exchange of ideas" amongst patients and health care providers. In 2016 Caree and Tom Raymond, joined the program in hopes of being a part of improving the system and helping the next patient. Caree shares that since becoming a Patient Advisor she has learned how much "Henry Ford Health System is interested in the patients' opinion, and how they [HFHS] are always working to try and improve the services that they provide to the patient, and that the Patient Advisor Program is an example of that".

As members of the Perioperative Surgical Home Patient and Family Advisory Council (PFAC), the Raymond's participate in the review and revision of existing patient and caregiver education materials as they relate to the patient and caregiver experience before, during and after knee/hip surgery. With both Caree and Tom having experience with hip replacement, they are able to provide direct feedback from both the patient and caregiver perspectives. The eight advisors on the council, work with Dr. Gary Loyd, and the Patient Engaged Research Center team, providing ideas and feedback on development of a patient education portal for the Henry Ford website, which will house patient and caregiver educational materials for the Health System.

As a Patient Advisor, Tom "enjoys the interaction with health care professionals and to understand what they are thinking and what they are saying", and he states it is even more fun as a patient to share his thoughts and surprise the professionals (in a good way). Tom shares how "unique and refreshing" it is for healthcare providers to show interest in what the patients have to say.

Caree and Tom look forward to continuing their dedication to the Perioperative Surgical Home PFAC, and hope the result of this group will "help new patients who undergo surgery".

# A WORD FROM THE PERC DIRECTOR

## CHRISTINE JOHNSON, PhD



Summer is here and we have had a very busy year so far. In this issue of the PERC newsletter you can read about two big local events that Patient Advisors attended, The 2nd Annual Patient Advisor Retreat and the National Launch of the All of Us Research Program. Four Advisors also traveled to National Harbor Maryland to attend the Combined Otolaryngology Spring Meetings (COSM), a major national meeting for

head and neck surgeons as part of their work on the Head and Neck Cancer Patient Family Advisory Council.

In the Advisor Spotlight, read about Caree and Tom Raymond who were intrigued by the Patient Advisor Program because of its "openness and exchange of ideas" and wanted to share their experiences on the Perioperative Surgical Home Council to "help new patients who undergo surgery"

If you are already a Patient Advisor with PERC, I want to thank you for your dedication! If you or your community organization are interested in working with us, or want more information, visit our website at [www.henryford.com/perc](http://www.henryford.com/perc)

Happy Reading!

*Christine Cole Johnson*

# CAREGIVER SYMPOSIUM

## SYMPOSIUM ILLUMINATES END OF LIFE CONCERNS

In April, more than 125 health professionals and members of the community took part in Henry Ford's Family Centered Care through End of Life Symposium, held at the MSU Management Education Center in Troy.



The day-long event brought national and local speakers together to deliver expert insight and new perspectives on end of life

care. Keynote speaker was Josh Luke, Ph.D., a former hospital CEO and healthcare "futurist," who presented

his work in care transitions. Karen Kippen, MSA, M.T., executive director of PERC, led a panel presentation to bring patient



perspectives to the forefront featuring Linda Ali, Sandra Keller, and Mary Solowski (pictured seated), Jessica Conway Church and Shane Eleanor Conway McCain, founders of Losingapuzzlepiece.com, discussed their experiences with sibling loss. Additional speakers addressed ethical and legal concerns, caregiver resilience, and medication safety.

"While the end of life is not a subject people always like to talk about, it's an important part of the care experience," explained Susan Craft, Director, Care Coordination Initiatives, Henry Ford Health System. "As medical professionals, our role is typically to heal, yet end of life is an eventuality for all our patients and their loved ones."

**Next year's Symposium will be held Thursday, April 11, 2019, in the Gilmour Center at One Ford Place.**

# COSM CONFERENCE

## HENRY FORD PATIENT ADVISORS REPRESENT PERC

In the month of April, four Patient Advisors from the Head and Neck Cancer Patient Advisory Council accompanied Dr. Steven Chang to the Combined Otolaryngology Spring Meetings (COSM) held in National Harbor, MD.

During the four day conference, advisors attended educational sessions, networked with providers as well as participating in a recorded webinar in collaboration with the American Head & Neck Society. The webinar will help to educate and support patients who are about to start or are undergoing treatment for head and neck cancer.

Patient Advisors shared their stories about treatment and their survivorship journey and then asked each other questions on camera about what they remember most, what came as a surprise to them and what they wish they would've known before, during and after treatment.

The Patient Engaged Research Center (PERC) would like to thank Dr. Steven Chang for providing an opportunity for the Advisors to travel with him, the American Head and Neck Society for collaborating with the advisors on the webinar, and last but not least, we'd like to thank the Patient Advisors for attending the conference and representing Henry Ford!



*From left to right: Patient Advisors Erik Hanby, Doug Smith, Dr. Steven Chang (Patient Advisor Buddy), Patient Advisor Linda Stechison, and Heather Olden took a picture after Dr. Chang's session during the Combined Otolaryngology Spring Meetings.*



## NATIONAL LAUNCH RECAP

More than 2,000 people participated in a free event to open national enrollment for the All of Us Research Program on Sunday, May 6, at Ford Field. Detroit was the largest of seven sites across the country chosen for All of Us national launch celebrations.

Henry Ford Health System (HFHS) and the National Institutes of Health (NIH) were the event co-presenters. Special guests included members of the Detroit Lions, Detroit Pistons, Congresswoman **Debbie Dingell**, **Eric Dishman**, NIH director of the All of Us Research Program, local artist **Hubert Massey**, and WOMC radio personality **JoAnne Purtan**.

A panel discussion included the following speakers:

- **Adnan Munkarah, M.D.**, Henry Ford Health System, Chief Clinical Officer
- **Suzanne White, M.D.**, Detroit Health Department, Chief Medical Director
- **Christine Cole Johnson, Ph.D.**, Chair, Henry Ford Health System Department of Public Health Sciences
- **Richard E. Smith, M.D.**, Vice President, Henry Ford Health System, Physician Outreach

Watch a simulcast of the program online (<https://launch.joinallofus.org/watch/detroit>)

The All of Us Research Program is a groundbreaking effort to advance personalized prevention, treatment and care for people of all backgrounds. Learn more or enroll in the program on the Henry Ford All of Us website ([HenryFord.com/JoinAllOfUs](https://HenryFord.com/JoinAllOfUs)).

