

## HENRY FORD PHYSICIANS JOIN PATIENT-CENTERED OUTCOMES TASK FORCE

Demanding the highest quality of care for patients is not a new concept, but defining quality, through the eyes of the patients to understand what matters most to them, is. This concept is best known as patient-centered outcomes (PCO). With PCO as an integral part of clinical treatments across disciplines, the American Association of Gynecological Laparoscopists (AAGL) created a task force in July 2015 to ensure that all AAGL members are prepared to welcome PCO as a movement for clinicians and researchers alike. This task force was established to conduct ongoing education, identify related resources for clinical and research purposes, and recommend PCO in gynecological laparoscopic research. Henry Ford Hospital's Roopina Sangha, MD, MPH, is the chair of the AAGL task force. Ganesa Wegienka, PhD, an Associate Scientist in the Department of Public Health Sciences at Henry Ford Hospital is also a member of the committee.

## SERVICE EXCELLENCE FOCUS GROUP UPDATE: CREATING CONSISTENT FIRST IMPRESSIONS

In September, PERC was contracted by the Service Excellence Department at Henry Ford to conduct focus groups with patients and their caregivers to find out ways they can improve customer service. Based on what was heard in these discussions, the Service Excellence Department is creating customer service standards to be implemented at all HFHS clinics.

## WELLNESS OF NEIGHBORS. WELLNESS OF NEIGHBORHOODS.

On Friday, Oct. 23, Southwest Solutions hosted its 10th Annual "Solutions at Sunrise" Fundraising Breakfast which helps Southwest Solutions to continue its work of empowering people and improving community. The event was held at the MGM Grand Detroit Hotel. To learn more about Southwest Solutions please visit <http://www.swsol.org/>.

## EVENTS RECAP

### Henry Ford Health System's Patient and Family Engagement Safe Table

On September 15, Henry Ford Health System's Patient-Engaged Research Center (PERC) along with Michigan Hospital Association (MHA) Keystone Center hosted a Patient and Family Safe Table. A Safe Table is a meeting of healthcare peers to discuss patient and family engagement, and patient safety and quality issues in an open, uninhibited and legally protected environment. Topics included the importance of community partnerships and how to further engage patients.



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## HENRY FORD HOSPITAL'S DR. STEVEN CHANG, INSPIRES PARTICIPANTS AT THE ORAL CANCER FOUNDATION'S FIRST ANNUAL 5K WALK/RUN

Henry Ford Hospital's Dr. Steven Chang was the guest speaker on Aug. 2 for the Oral Cancer Foundation's first annual 5K Walk/Run for Oral Cancer Awareness in Birmingham. The Foundation is a national public service, non-profit entity designed to reduce suffering and save lives through prevention, education, research, advocacy, and patient support activities.

The event, which brought out participants from all ages and abilities, started in front of Seaholm High School and ended on the track, awarding the fastest participants with prizes.

Dr. Chang joined the Department of Otolaryngology-Head and Neck Surgery, which treats patients with diseases and disorders of the ear, nose, and throat, in October 2013. His specialty lies in treating complex cancers of the head and neck, including performing novel surgical procedures for larynx (voice box) cancer and removal of tumors at the base of the skull. Dr. Chang also conducts research on clinical outcomes and quality of life for patients with head and neck cancer.



Together, we can discover what matters to you

FEATURED RESEARCH ADVISOR: GWENELLE SNEAD



“I decided to become a patient advisor because I have a desire to help other patients feel comfortable with the decision they are making about their personal health care. I feel like there is often a gap between the information the patients want and what is actually received. I want to try to fill that gap by answering question from a patient’s perspective.”

“I am a longtime advocate for women’s health issues and I want women to feel empowered to make the right health care decisions for themselves. Every woman is different and what is right for one women may not be right for another. I personally had put off a women’s health surgery for a number of years but in hindsight I wish I had had the surgery sooner. My quality of life was greatly improved the very day I had my surgery. I do not want another woman to put off any type of health care because she did not have enough of the right kind of information.”

“Working as a patient adviser I have the opportunity to analyze questionnaires that will be used in a future study to make sure that the questions asked are both pertinent and understandable. I give my feedback as a layperson and I find it very rewarding to think that in some small way I may be helping another woman in the future.”

STAY CONNECTED TO PERC



Christina Johnson, M.D.

Welcome to the 3rd issue of the Patient Engaged Research Center newsletter. It is a great pleasure of mine to share our work and stories as we engage patients, families and community organizations in public health research and healthcare improvement. In this issue you will learn about a patient advisor’s story and drive to help make care better for women, a new patient-centered outcomes task force for women’s health, and a community organization that inspires girls to be joyful, healthy and confident. Hopefully these stories will inform and encourage you or your organization to partner with us to translate the patient voice into effective, evidence based healthcare. Happy reading!



GIRLS ON THE RUN: LEARN. DREAM. LIVE. RUN.

Girls on the Run, a 501(c)3 non-profit organization affiliated with the “Y” in Metro Detroit, is an international program dedicated to creating a world where every girl knows and activates her limitless potential and is free to boldly pursue her dreams.

This program, designed for girls in grades 3-8, meets twice a week after school in local schools and community centers where participants are taught life skills through dynamic, interactive lessons and running games. The 24-lesson curriculum is facilitated by certified Girls on the Run coaches and includes three parts: understanding ourselves, valuing relationships and teamwork, and understanding how we connect with and shape the world at large. The program impacts about 4,000 girls in 300 different locations in Metro Detroit, and over 168,000 girls in 225+ cities across North America each year.

The mission of Girls on the Run is to inspire girls to be joyful, healthy and confident using a fun, experience-based curriculum which creatively integrates running. Running is used to inspire and motivate girls, encourage lifelong health and fitness, and build confidence through accomplish-ment. Important social, psychological, and physical skills and abilities are developed and reinforced throughout the program.

At each season’s conclusion, the girls and their running buddies complete a 5k running event which gives them a tangible sense of achievement as well as a framework for setting and achieving life goals.

*“It’s all about the whole girl,” says Jackie Kippen, Senior Director of Girls on the Run. It’s about the girl’s needs, inside and out, her self-esteem, standing up for oneself, and body image. Ultimately, we teach girls that there is no one way to be, and being who you are is the best way to be. We strive to break the mold of what is acceptable for girls in our modern culture.”*

The result – making the seemingly impossible, possible, and teaching girls that they can – reinforces the values of empowerment, responsibility, intentionality, diversity, connectedness, joy, optimism, gratitude, health, open-heartedness, and compassion.



INTERESTED IN GETTING INVOLVED?

On Sunday, Nov. 22, Girls on the Run will be hosting a 3-mile culminating run on Belle Isle. This “Celebratory Fun Run” is a non-competitive event for Girls on the Run of Greater Detroit participants and their families and friends. Every girl, whether she runs, skips, walks, or cartwheels across the finish line, is a winner and no official time will be kept. If you are interested in getting involved, please email Jackie Kippen at [jkippen@ymcadetroit.org](mailto:jkippen@ymcadetroit.org) or visit the website at <http://www.gotr-detroit.org/gotr-5k/>



- *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](http://www.HenryFord.com/PatientAdvisor)***



# 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](http://www.HenryFord.com/PatientAdvisor)*