

Henry Ford Health

Henry Ford Health Scholarly Commons

2023 Patient Advisor Retreat

Patient Engaged Research Center

10-26-2023

Macomb Care Experience Patient and Family Advisory Council - A Year of Change

Maureen G. Bennett

Henry Ford Health, mbennet6@hfhs.org

Brooke Shankin

Henry Ford Health, bshanki1@hfhs.org

Kristi Theol

Henry Ford Health

Austin LaSota

Henry Ford Health, alasota1@hfhs.org

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Recommended Citation

Bennett, Maureen G.; Shankin, Brooke; Theol, Kristi; and LaSota, Austin, "Macomb Care Experience Patient and Family Advisory Council - A Year of Change" (2023). *2023 Patient Advisor Retreat*. 4.

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HFM Care Experience: Maureen Bennett, Brooke Shankin, Kristi Thoel, and Austin LaSota

Henry Ford Macomb Vision/Objective/Expectations

Vision of the Committee

To create partnerships among health care practitioners, patients and families that will lead to the best outcomes and enhance the quality and safety of our health care.

Objective/Purpose

- Provide advice, consultation, evaluation and recommendations regarding programs, educational efforts, selected research activities and operational initiatives that affect patients and families.
- Provide feedback and suggestions to enhance the patient/family experience at Henry Ford Macomb Hospital
- Promote respectful, effective partnerships between patients, families, healthcare providers and administration
- Provide a vital link between Henry Ford Macomb Hospital and the community
- Participate in educating hospital personnel about various issues from a patient and/or family perspective as appropriate
- Provide recommendations for facilities design and way finding

Expectations

- *Commitment* to each other and the process
- *Participation* in meetings, and really hearing each other
- *Accountability* to one another and the hospital
- *Collaboration* to achieve the most desirable outcome



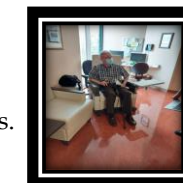
HFM - North Tower Tour – May, 2023

Projects and Accomplishments

Project Title: Tower Project – North Tower Furniture Choice

Description: Our PFAC was asked to review furniture selections for the new Macomb Tower Project. They addressed the comfort, size, functionality and ease of use. These decisions will benefit 160 new beds in private rooms for our patients and families. Our PFAC took their role seriously and tested the Samples by following the instructions for fold outs, Commenting on the comfort, and durability and produced a full page of recommendations to our Tower Build Committee. Our advisors have been on the ground floor of the Macomb tower build, and this was one of many in the ‘next’ steps moving forward.

Results: The Committee reviewed the advisor's response, shared input on their questions, and have also approved the choices.



Project Title: Tower Project – North Tower Artwork

Description: Artwork is essential in healing, and the artwork that will hang in the Lobby of the new Macomb tower is no exception. Our advisors have been a part of the artwork project from the ground floor, and have worked with Doug Jones and Meghan Winkel, our creative project managers to choose the flavor of the artwork. Doug has brought to the table a project that partners with our advisors, front line team, community and therapy dogs.



Project Title: Bedside Shift Report

Description: Bedside shift report is a evidence based initiative that aids in communication between nursing and our patients. Our advisors were asked to consider the importance of bedside shift report, and the roll out of this program at Macomb. They shared their concerns of communication and setting expectations for the patient. They approved the coaching/observation training of staff to assist with continuity of the initiative



System Project – Revamp the menu and food tasting. This occurred in April, 2023, where all PFACs participated in a taste testing of the newly designed menu for our patients – What was your favorite?



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