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Patient Involvement and Communication Council

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Becca Austin MA, ATC, Rob Behrendt BSN, RN, Lara Miskevich CHES
Patient Education and Health Literacy, Care Experience

HENRY FORD HEALTH®

PATIENT ENGAGED RESEARCH CENTER

Background

2017 PFAC Forms

2019 Merges with Population Health PFAC

2020 Group is Renamed

2021 Virtual Meetings During Pandemic

2022 Returns to In-person
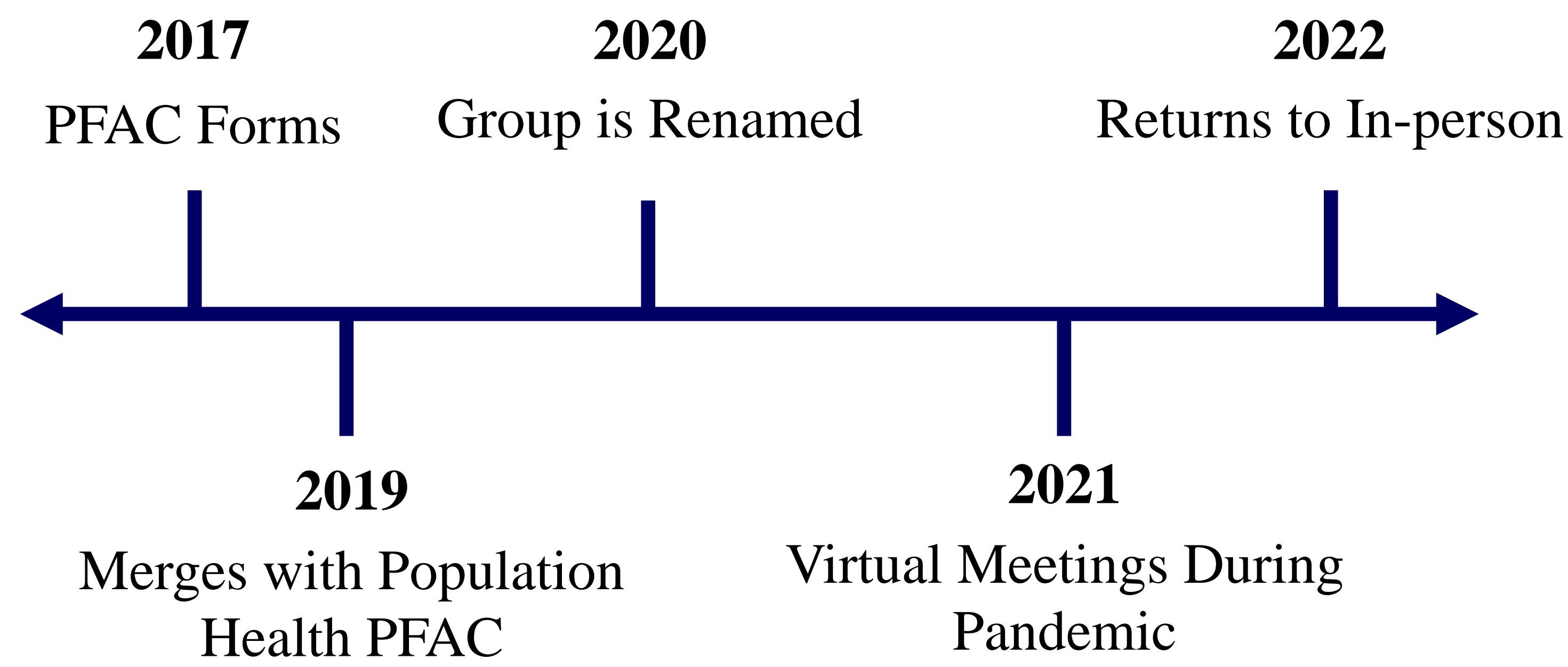
Scope and Goals

Patient-Centered Care (nothing about me without me) is the best approach to improve outcomes and provide value to each patient. The Council is involved in the following:

- Act as champions of patient experience and bring ideas, thoughts, and opinions on various topics and processes.
- Review patient and family communications to ensure engagement in health care services.
- Provide feedback regarding communication gaps between patients and providers.
- Revise and improve materials to be understood by patients and their caregivers.

This Is Us

Thank you to our 2023 Members!

Accomplishments

- Resumed in person meetings!!
- Successfully updated the dialysis patient education guide.
- Assisted with Henry Ford GoHealth® mailing flyers to know when to go to urgent care vs the emergency department.
- Added 8 new members this year.
- Provided patient perspective on new patient signature forms.

Challenges

Bringing topics requested by advisors to open discussion.

Ample time that allows everyone to speak during meetings due to increase in membership.

There is more work than time to review programs and processes in the system. Already booking out for 2024.

Conclusion

The council provides a variety of diverse perspectives to improve Henry Ford Health.

- Ensure the patient's voice is heard.
- Improve overall patient experience.
- Provide both patient and caregiver perspectives on variety of system topics.
- Excellent attendance and engagement each month with positive attitudes that contribute to a great conversation!

Past & Current Projects

November 2022 — — — — **September 2023**
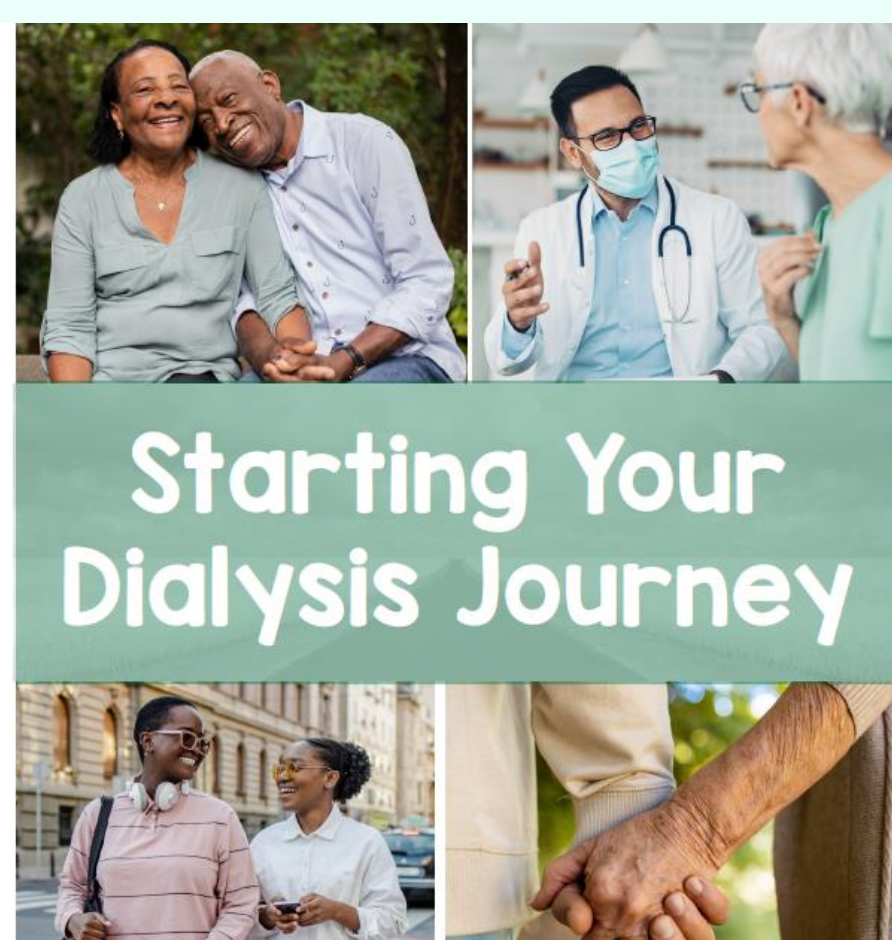
Dialysis Patient Education
Review new dialysis patient education material.
- Changed photos
- Changed wording
- Provided feedback

Diabetes Education
Review diabetes management classes and education method.
- Modified class structure
- Updated material
- Recommendations for virtual sessions

Information Exchange
Community focus group.
- Shared data sharing and protection experience
- Made suggestions when talking about data with patients

Virtual ICU Pilot
Review of new virtual ICU pilot program and resources.
- Updated patient info page
- Provide program feedback
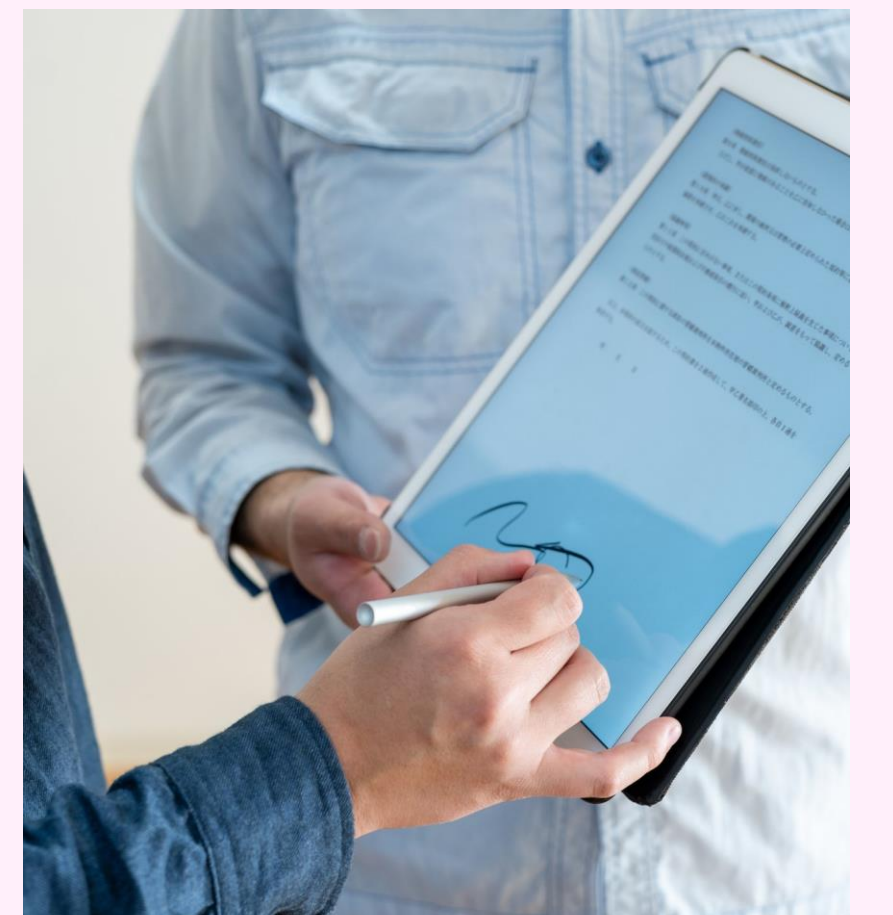- Recommendations for pilot

Urgent Care Mailer
Provide guidance on patient mailer and Urgent Care.
- Discussed attitudes towards urgent care
- Modified patient mailer

Cultural Relevance
Open cultural discussion about patient experience.
- Feedback guides grant application and future work with culture and health care

Forms Standardization
Review new patient signature forms.
- Modify templates
- Approved template layout
- Approved fonts