

Henry Ford Health

## Henry Ford Health Scholarly Commons

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2023 Patient Advisor Retreat

Patient Engaged Research Center

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### HFWH PFAC of Influence

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*Julie Johns, John Chandler Henry Ford Wyandotte Hospital,  
Wyandotte, Michigan*

## Placement Scope

Our team is engaged with leaders from multidisciplinary departments that are working on improvement projects, ranging from marketing and messaging materials, physical plant changes, hardwiring best practices in communication and patient engagement.

## Placement Goals

*Our goal is to assist department leaders by improving and enhancing communication between patients, families and staff and always keeping the patient voice present on behalf of our community*

## Photos

Figure 1



Figure 2



Figure 1. The PFAC sitting down to taste the food. Figure 2. The smiles are big from the friendly and engaging Leaders serving up the meal.

## Council Challenges

- Departmental follow up on status from presentations and suggestions
- Growing our group diversity: We have 3 new members in 2023
- Meeting increased requests for committee participation on other projects

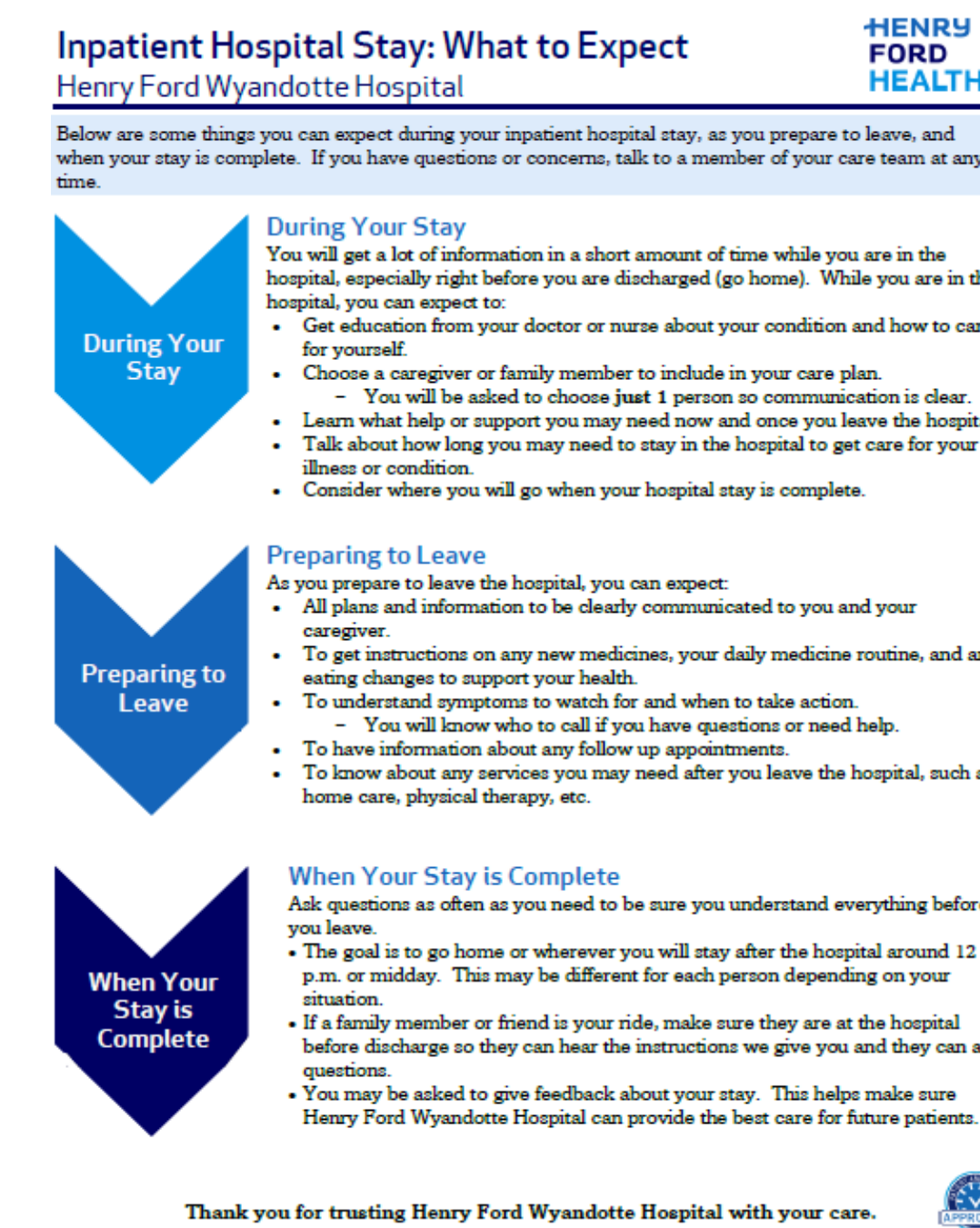
## Conclusions

**We LOVE our PFAC Group!**

Our group looks forward to 2024 and our commitment to support improvements that constantly reflect changes at Henry Ford Health!

## Accomplishments

Figure 1



Thank you for treating Henry Ford Wyandotte Hospital with your care.

Figure 2



Figure 3

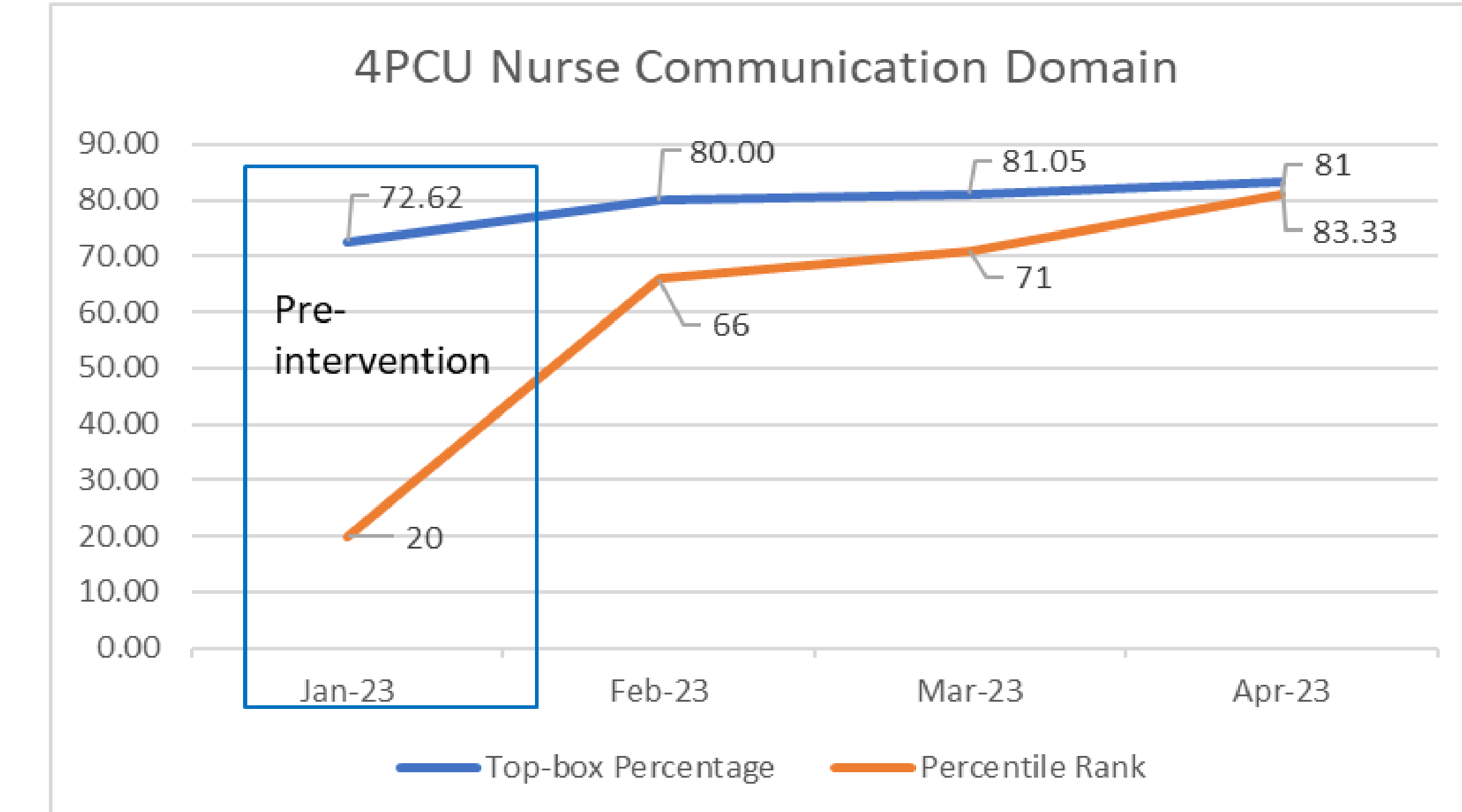


Figure 1. The Discharge Checklist PFAC helped create. Figure 2. The PFAC holding the Checklist once it was implemented. Figure 3. Impact of Discharge Checklist on the pilot unit's Nursing Communication Domain.

## Past & Current Projects

- ❖ **Patient Handbook: 1st Draft Completed**
- ❖ **Quietness Campaign:** Operations team is using direct feedback to create "Quiet" Healing Environment
- ❖ **Virtual ICU:** Provided direct feedback to leaders on messaging to patients and families understand the consistent observation for improved care
- ❖ **CODE Help:** Assisted with development of easy to understand facilities poster
- ❖ **Food Insecurity Assessment Program:** Advised on messaging to patients and key phrases for staff
- ❖ **Discharge Checklist: Implemented changes improve patient understanding of admission.** Created title "What to Expect".

## PFAC Member Quotes

- "I Like being a part of something where I know I make a difference"
- "Coming together is always thought provoking"
- "PFAC challenges us to search for excellence"
- "It is most important to me because my family and friends use HFWH"
- "We have a great, supportive TEAM!"
- "HFWH leaders actually care about our feedback and USE IT to make improvements and changes! That is so fulfilling"

## Acknowledgements

**Special Thanks to:**  
PERC  
HFWH Leadership Team