



Three Things You Can Do This Week

- Meet the IHI Open School Patient Advisor
- Read a powerful patient story, as told by a family member
- Check out what's going on in the Community

Quick Links

- [IHI Open School Website](#)
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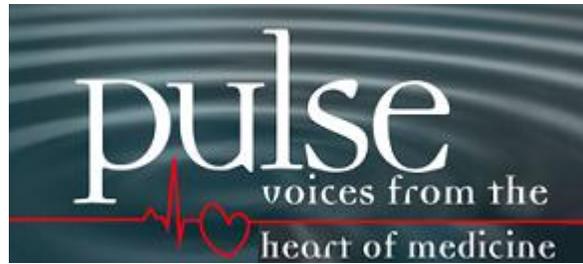
Introducing the IHI Open School Patient Advisor



Kari Dudley's unexpected journey as a cancer patient started 15 years ago. She turned that journey into an opportunity to become a powerful voice for patient advocacy -- and now for the IHI Open School.

[In a new video interview](#), Dudley talks about a difficult patient experience, explains how she'll interact with IHI Open School students, and shares a piece of valuable advice for anyone involved in patient care.

Voices from the Heart of Medicine: Cold Comfort



In a compelling story from [Pulse: Voices from the Heart of Medicine](#), Mary T. Shannon shares her upsetting experience with her husband's care takers during his struggle with pulmonary hypertension. Shannon's story reminds us of the important role family members and loved ones play in the care process.

"It's not just your patients who need care," she explains in her narrative. "Their loved ones may also be suffering. It wouldn't take much to ease their pain."

Community Updates

Welcome, New Chapters

United States

Texas Health Resources - CNL Students, Texas
University of Washington - Tacoma, Washington
VA Loma Linda Medical Center, California

International

Pacifico Salud, Peru

Northeast Region Chapter Challenge Winners

Congratulations to the winners of the Northeast Region Chapter Challenge: Penn State and Northeast Hospitals Chapters. Many IHI Open School Chapters submitted excellent essays on how they would use the \$250 award to support an interdisciplinary activity at their Chapter, and the judges found it difficult to pick just two!

We look forward to hearing from our winners on how their events go. Thanks to all who participated!

A Message from a Medical Student: Why Hospitals Should Fly

Eva Luo, a business and medical student at the University of Michigan, is passionate about improving the patient experience -- especially after seeing how difficult the journey can be. To deal with her frustration, [Eva wrote a satirical message](#) comparing the typical patient experience in the current system to a cruise ship.

