

***IHI Person- and Family-Centered Care:  
Transforming the Patient Experience Seminar***

October 15-16, 2013 • Chicago, IL

*The following excerpt was written by a patient or family leader/advocate who shared insights from the [IHI Person- and Family-Centered Care: Transforming the Patient Experience seminar](#) in October 2013.*

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This was an excellent conference, especially for health system staff who are assigned to implement this program and are new to the concept. The Faculty was incredibly knowledgeable about and experienced in the creation and operations of programs to improve patient experience. For me, the location of the hotel in downtown Chicago and the historic, but modernized environment added to the conference experience.

As an Experience Advisor (this is the title for the volunteer patient and family advisors at St. Joseph Mercy Health System in Ann Arbor, Michigan), I learned that our system and culture compare favorably with other successful programs. Some of these elements are:

Executive leadership provides strong, hands-on support for the program. The CEO and other top executives have attended our Council meetings. We are asked to present our stories at key meetings; Resident orientation, new staff orientation and first year seminars, and leadership and department retreats and planning sessions

Our staff leader, Susan Kheder, is an experienced, knowledgeable, and highly regarded, long-time manager at St. Joe's. She also oversees volunteer activities, which provide an appropriate process for accepting and assigning new experience advisors. There is almost always a service that a volunteer could offer the health system, even if it's not one of the experience advisor roles such as; committee member, communication reviewer, story teller, etc.

Staff at all levels, whether they initiate the request for input or the council asks for information, have been extremely supportive and appreciative of our interactions. We always get follow-up reports on the outcome of our input. Even the name of our Council declares a positive feeling to our work – Patient & Community Engagement Council.

Two of the areas of learning we will bring back for Council action are:

The Council is always learning the intricacies of data collection and analysis. The content of the Conference on this topic is especially appropriate to our work and will be helpful for current and future Council members.

Rounding is an important element of management and leadership at St. Joe's. We are excited about the concept of buddy rounding – having an Experience Advisor round with an executive. Susan developed a timetable with our team at the Conference to gather information about the scheduling and workings of executive rounding, develop a buddy rounding plan, and get the plan approved and implemented by the executives and Council.

I greatly appreciate the opportunity to attend the Conference. Thank you IHI!

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