Johns Hopkins Medicine
Patient and Family Advisory Councils

NEWSLETTER

Updated July 3, 2023
The Reason Behind the PFAC Newsletter

To the Patients, Family Members, Parents, Caregivers, and Staff of the Patient and Family Advisory Councils across Johns Hopkins Medicine,

We hope that you are all safe and well, and we sincerely wish you continued good health.

We are dedicated to collaborating and making sure that our PFAC members are staying up to date with:

- Information produced by Johns Hopkins
- PFCC events
- Opportunities to engage PFAC members
- Best practices and events from outside National PFCC Organizations
- Helpful resources

Our hope is that this will be an easy way to share valuable information. If you have questions or additions, please reach out to patientfamilycouncil@jhmi.edu
The Reason Behind the PFAC Newsletter

To the Patients, Family Members, Parents, Caregivers, and Staff of the Patient and Family Advisory Councils across Johns Hopkins Medicine,

We hope that you are all safe and well, and we sincerely wish you continued good health.

We are dedicated to collaborating and making sure that our PFAC members are staying up to date with:

• Information produced by Johns Hopkins
• PFCC events
• Opportunities to engage PFAC members
• Best practices and events from outside National PFCC Organizations
• Helpful resources

Our hope is that this will be an easy way to share valuable information. If you have questions or additions, please reach out to patientfamilycouncil@jhmi.edu
Announcements & Updates!
Outpatient Center Named in Honor of Cardiac Surgeon Levi Watkins Jr.

Johns Hopkins University and Johns Hopkins Medicine have paid tribute to trailblazing cardiac surgeon Levi Watkins — Johns Hopkins’ first Black chief resident and full professor — by re-dedicating the Johns Hopkins Outpatient Center in his name.

Read in the Hub about the celebration of the newly renamed Levi Watkins Jr., M.D., Outpatient Center, when more than 150 people gathered to mark the occasion.
Johns Hopkins Howard County Medical Center

Howard County General Hospital has changed its name to Johns Hopkins Howard County Medical Center. The transition comes as the organization celebrates its 50th anniversary as a hospital and 25th anniversary as a member of Johns Hopkins Medicine. “Being part of Johns Hopkins Medicine is who we are and who we have been,” says Shafeeq Ahmed, president of the medical center. “We are proud of our 25-year legacy, and our new name reflects that ongoing connection.”
Steve Meth Named Vice President and Chief Patient Experience Officer of JHM

Steve Meth has joined our leadership team as the vice president and chief patient experience officer for Johns Hopkins Medicine. He will lead our patient experience efforts across the enterprise to advance our culture of patient-centered and family-centered care and service excellence.

With a background in patient experience improvement spanning 10 years across academic, community and large multisite health systems, Steve will work directly with Johns Hopkins Medicine member organization executive teams to assess and create change at all organization levels. He will oversee organizational needs as well as the design, implementation and evaluation of programs that facilitate the professional development and continuous learning of all team members. In addition, he will translate service excellence, patient experience and patient relations concepts into actionable behaviors.

Uniquely skilled at building cross-functional coalitions to improve culture, processes and health care outcomes, Steve has served as chief experience officer, most recently for Nuvance Health, and previously for Prime Healthcare. One of his most recent achievements was to construct a new care transition process that identified and averted thousands of potential patient harm events in its inaugural year. Steve also sponsored and scaled employee resource groups to tackle health inequities in the community and to promote inclusion across the health system. Always mindful of needs unique to families, Steve led the launch of a dedicated caregiver center. By raising funds with the community, he ensured that the new center could provide comprehensive support specifically tailored to hospitalized patients’ family members. Last but not least, Steve’s curated patient experience strategy has consistently resulted in elevated patient experience scores across the health systems where he has served.

Steve is known among his peers for achieving sustainable gains in nationwide patient experience rankings by enhancing relationship-centered care and removing points of friction in patient care. He has a master’s degree in patient safety leadership from the University of Illinois Chicago, a law degree from the California Western School of Law and a bachelor’s degree in journalism from the University of Arizona.

Steve is well positioned to elevate our patient experience delivery. Please join us in welcoming him to Johns Hopkins Medicine.

Sincerely,

Allen Kachalia, M.D
Senior Vice President of Patient Safety and Quality
Director, Armstrong Institute for Patient Safety and Quality
Johns Hopkins Medicine

Angela Green
Vice President, Safety and Quality
Armstrong Institute for Patient Safety and Quality
Johns Hopkins Health System
Announcement!
Fertility Clinic Move

The Johns Hopkins Fertility Center Clinic and andrology lab have recently moved to a new space in Pavilion I at Greenspring Station:

10755 Falls Road
Pavilion I, Suite 403
Lutherville, Maryland 21093

This is the first stage of expanding our Fertility Center to a new central location. While our IVF laboratory and surgery center are not currently moving, they will also join all of our services together in one space later this summer.
Our JHM PFAC Recruitment Video

We encourage you to share this video with your PFAC members, hospital staff, and community networks!

Click the photo below or follow this link to watch! [https://youtu.be/BSRief4hXHY](https://youtu.be/BSRief4hXHY)

PFAC members shared their insights into what it means to be a PFAC volunteer to create a video recording that will be used to recruit new PFAC members.
Committees/Projects Looking for PFAC Participation

If you are interested in joining, please email patientfamilycouncil@jhmi.edu
International Tracheostomy Symposium

Seeking patients and family members with tracheostomy experience to participate in a conference session!

• **Date & Location:** Friday, October 20, 2023, 1:00 – 4:00 PM, Johns Hopkins University School of Medicine, Turner Bldg., Baltimore, MD

• This will be a patient and family session to discuss successes, challenges, and increase awareness around tracheostomies. If you and/or a care partner has the lived experience and would like to be engaged as a speaker for this session, please contact amabry3@jhmi.edu.
  - Please note, you did not have to receive tracheostomy care at Hopkins. This applies to any and all people who have undergone (or provided care to someone with) this procedure.

• [More information about the 7th International Tracheostomy Symposium](#)
A Nurse-Led Approach to Improving Palliative Care in the ICU for Black Populations

• As a participant of this study, you are invited to share your experiences and then work alongside other patients, family caregivers, and Intensive Care Unit (ICU) clinicians to use your shared experiences to redesign the service and improve palliative care delivery.

• You will take part in a narrative interview where you will be asked to talk about your experiences of being a patient or family caregiver with palliative care needs in the ICU. With your permission the interview will be audio-recorded and/or filmed.

• Following this stage, you will also be invited to the co-design event, ongoing co-design work, and a celebration (if you are interested in attending).

If you have an interest in this topic, please contact amabry3@jhmi.edu to get connected to the Principle Investigator, Rebecca Wright PhD
Preventing Hospital Acquired Sepsis

- Aiming to link more quality and safety work with the PFAC and include the patient voice and perspective early on, this project is looking for member participation! It is in the very beginning phases and details are still being ironed out, but:
  - Looking for someone with Sepsis experience
  - Meetings will likely be virtual
  - While meetings and activity frequency will vary, any level of commitment the PFAC members can give is appreciated. We’re all at the beginning (or re-starting) work around these topics and really want to.

If you have an interest in this topic, please contact amabry3@jhmi.edu to get connected to the project lead!
Sign up to be a JHM Virtual Advisor

Johns Hopkins Medicine Virtual Advisors is a group of individuals who share their insights about the care experience. One to two times per month, Virtual Advisors receive a link to short, interactive surveys.

During the pandemic, there have been a few opportunities to complete surveys and provide feedback. Most recently, Virtual Advisors has asked about telemedicine.

If you are interested in additional ways to participate and provide feedback, you may register through this link: https://www.hopkinsmedicinevirtualadvisors.org/Portal/default.aspx
Events, Webinars, Best Practices
A Woman's Journey: Is It Celiac Disease?

To register, please use this link

Vitamins, Minerals and Supplements

Join us from 7 to 8 p.m. on the second Tuesday of each month for a live discussion, including Q&A moderated by Kelly Geer Ripken, A Woman’s Journey’s national chair.

Tuesday, July 12 | 7 – 8p.m. (EDT)

A 2019 analysis presented by Johns Hopkins Medicine and published in the Annals of Internal Medicine proposed that consumption of most vitamin, mineral and other nutritional supplements cannot be linked to protection from heart diseases or to a longer life. Join Johns Hopkins internist Bimal Ashar, M.D., M.B.A., to learn why people take supplements, when they may be helpful and their potential to cause harm.

REGISTER NOW for this complimentary virtual Conversation that Matters webcast

www.hopkinsmedicine.org/awomansjourney/webcasts.html

Brought to you by Johns Hopkins Medicine’s A Woman’s Journey
CommUNITY Fun Day at Eager Park

You are invited to Eager Park (JHH East Baltimore campus) for a family fun day for Johns Hopkins staff, faculty, students, and community! There will be food, live entertainment and games. Come out and join in the fun. Bring your family and please share with your network about the event.

- **Location:** Eager Park, N Wolfe Street Baltimore, MD 21205
- **Date:** Thursday, July 13 at 4:00pm-7:00pm
- **Time:** 4:00pm – 7:00pm
- **Register here!**
- **For more information or inquiries, email** communityprograms@jh.edu
The East End Bazaar

This evening market, which is open to the public, will focus on local-, minority- and women-owned hot food vendors, food trucks and local wellness product vendors as well as a free fresh produce stand, resource tables and entertainment. Additionally, the East End Bazaar will support education efforts for youth through vendor support and shadowing opportunities. They’ll have free produce while supplies last.

You can RSVP here if you’d like, although it’s not required: https://www.eventbrite.com/e/east-end-bazaar-tickets-598611191187
COVID-19 & Community Resources
(These items are ongoing and may be featured in multiple editions of the newsletter)
MyIR Mobile

Maryland residents can get a state certification of their COVID-19 vaccinations at: https://app.myirmobile.com/auth/sign-in

MyIR Mobile in partnership with your State Health Department allows you to review your immunization history, get reminders for future immunizations, and even print your own official records for free!
JHM COVID-19 Updates & Resources

• As our response to the pandemic evolves, we encourage you to visit and share the Johns Hopkins Medicine website where you can find the most up-to-date resources and guidelines: https://www.hopkinsmedicine.org/coronavirus

• The Healthy Community Partnership and Medicine for the Greater Good at Johns Hopkins Bayview hosts a COVID-19 update call led by Dr. Panagis Galiatsatos. Various physicians, community leaders, etc. also join the call to share updates
  • Every Friday, 11:00 AM
  • To join the call:
    • Click on the Zoom link and enter passcode 907739 https://jhjhm.zoom.us/j/94256166273
    • Or, you may dial in by calling (301) 715-8592.
  • You can email the team at mgg@jhmi.edu with your questions and they answer during the call. You can also ask to be included on their email list.
Launch of 988 Suicide and Crisis Lifeline

Provided 24/7, free and confidential support to people in suicidal crisis or behavioral-health related distress. Starting July 16, 2022, the National Suicide Prevention Lifeline (1-800-273-8255) and the Baltimore Here2Help Hotline became 988. (Although both numbers will be available for the foreseeable future.) This is the first-ever 3-digit dialing code for suicide prevention and mental health crisis.

How do the calls work?
• Dial 988 – press 1 for veteran assistance or 2 for Spanish
• If no prompt entered, call is routed to nearest call center
  • If local crisis center unable to answer, call is routed to national backup network
  • 8 crisis centers in Maryland; over 200 in the U.S.