Johns Hopkins Medicine
Patient and Family Advisory Councils

PFAC Newsletter

Updated September 11, 2020

Please share with your Patient & Family Advisory Council

Questions? Please contact:
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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,

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

With all of the uncertainty around COVID-19, what is certain is our dedication to collaborating and making sure that our PFAC members are staying up to date with:

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

We plan to send the Newsletter out on a regular basis during the time of this pandemic.

We hope that this will be an easy way to share valuable information.

If you have questions or additions, please reach out to patientfamilycouncil@jhmi.edu
Committees/Projects Looking for PFAC Participation

If you are interested in joining, please email patientfamilycouncil@jhmi.edu
Join a JHM Clinical Community

The **Medication Management Clinical Community** invites patient and family advisors to participate on their bi-monthly meetings.

The leads of the clinical community are looking for patient, family, and caregiver expertise to find the best way to ensure patients receive the most accurate medication list before being discharged from the hospital.

The meetings take place every other month on the third Wednesday from 12:00 – 1:00 pm.

If interested in joining please contact project manager Alaysia Phillips at aphill68@jhmi.edu.

Learn more about clinical communities here: [https://www.hopkinsmedicine.org/armstrong_institute/programs/get_involved/clinical_communities.html](https://www.hopkinsmedicine.org/armstrong_institute/programs/get_involved/clinical_communities.html)
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
Best Practices, Events, Webinars
The Johns Hopkins Medicine Patient Experience Team submitted an article to The Patient Experience Journal, a peer-reviewed, open-access journal published in association with The Beryl Institute.

The article describes approaches taken by the health system’s Patient Experience leadership team and others to develop resources that educate patients, loved ones and staff about the process changes and facilitate incorporation of these new ways of communicating and connecting.

The publication is linked below:
https://pxjournal.org/journal/vol7/iss2/24/
MGG: New Community Partners Call

Join us weekly as Johns Hopkins providers discuss timely and important medical topics.

Coronary Heart Disease
Monday, September 14
5 to 6 p.m.

Presented by:
Dr. Ty Sweeney and Dr. April Ehrlich
General Internal Medicine

To register for this session, click here.*
For more information, call 410-550-1118 or email MGG@jhmi.edu.

*After you register, you will receive a confirmation email with more information about joining the session.

This is the first of new weekly discussions on timely and important medical topics.

Monday’s presentation will be on coronary artery disease/hypertension presented by Drs. Ty Sweeney and April Ehrlich from General Internal Medicine.

These sessions will be held via Zoom. Registration is required. To register, click https://jhjhm.zoom.us/meeting/register/tJwkd-uqrzlEuEtP3pdEXFkonHI ZwCiqY jGq6. After you register, you will receive a confirmation e-mail with more information about joining the session.
• **Joint Meeting: The Discrimination & The Gender-Based Violence Journal Clubs:**
  - The first, co-hosted, journal club of the year. They will discuss Drs. Nessa Ryan and Alison El Ayadi’s call to action for a gender-responsive, intersectional approach to the pandemic.
  - September 14, 12:15–1:15 pm.
  - For the Zoom link, please email discrimination-request@lists.johnshopkins.edu

• **Johns Hopkins JustUs Dialogues**
  - Meeting ID 916 3475 1203, password 020659
  - Thursdays, September 24, 5 – 6 PM.
  - [https://hub.jhu.edu/events/2020/09/24/decriminalizing-mental-illness-justus-dialogues/](https://hub.jhu.edu/events/2020/09/24/decriminalizing-mental-illness-justus-dialogues/)
2020 Greater Maryland Virtual Heart Walk Experience

Register for the Heart Walk Experience

Join us for the 2020 Heart Walk Experience

This year will be the biggest Heart Walk you've ever seen. By moving the action online, we're going to reach even more hearts, move more feet and raise more lifesaving funds ever before.

Thank you for being part of this one of a kind experience and we look forward to celebrating what we accomplish together. Get ready to "lace up" and make sure everyone on your team is registered today so they don't miss a step with us!

Heart Walk Experience Sneak Peek
October 5 - October 10

Three Ways to Register!

1. Text to register: text johnshopkins to 51555 to register directly on your phone
2. Register on the website: www.greatermarylandheartwalk.org/johnshopkins
3. Fill out this form and email to katie.remenapp@heart.org

If you have questions, contact Donna Gavin at dgavin1@jhmi.edu, or visit hopkinsmedicine.org/heartwalk.
This webinar highlights the ways that organizations committed to authentic partnerships have co-created solutions to address safety and facilitate family presence. Practical ideas, strategies and resources will be shared.

This free webinar is supported by the New York State Health Foundation. To register, please click here.
Virtual Programs

• Three Johns Hopkins physicians will present updated information about COVID-19, the relationship between urinary tract infections and stroke, and the alarming rise of lung cancer among women who have never smoked with real-time Q&A from the viewing audience.
  - September 16, 2020, 10:30 a.m. – noon
  - $20 to attend
  - Register at www.hopkinsmedicine.org/awomansjourney

• Listen to One Woman’s Journey followed by one of eight seminars by Johns Hopkins Medicine physicians with real time Q&A from the viewing audience followed by exclusive on-demand access to all eight seminars. Topics will include: stress and anxiety, fibroids among women of color, inflammation, preventing heart disease in women, new non-invasive test to diagnose eight types of cancer, blue zones and more.
  - November 7, 2020, 10 a.m. – noon
  - $25 to attend
  - Register at www.hopkinsmedicine.org/awomansjourney

• For a complete schedule of monthly webcasts, podcasts and Facebook Live programs, visit www.hopkinsmedicine.org/awomansjourney.
Room to Grow: Journey to Cultural and Linguistic Competency Conference

The 10th year conference will be held virtually on September 22, 2020, 8:30am - 4:00pm.

This year’s conference topic is “Understanding and Using Equity Approaches to Promote Health, Leadership, and Well-Being”.

Registration and speaker summary are available at www.kennedykrieger.org/CenterforDiversity

For more information, please email CenterforDiversity@kennedykrieger.org.
The School of Medicine is pleased to announce Elaine Weiss will be the keynote speaker at the 2020 Mary Elizabeth Garrett Lecture on **September 30, 2020 at 4:00 pm.**

Register here for this virtual event.

Elaine Weiss is an award-winning journalist and writer whose work has appeared in The Atlantic and The New York Times, as well as in reports and documentaries for National Public Radio and Voice of America. She is the author of The Woman’s Hour, the gripping story of how America’s women won their own freedom, and the opening campaign in the great twentieth-century battles for civil rights.
The Beryl Institute
Click the titles to learn more and register for the webinar

- **Webinar - Innovating the Patient Experience 2020**
  - Join the winners of The Beryl Institute’s 2020 Innovation Awards as they share their award-winning efforts to change cultures, implement new strategies and build true partnerships with patients and families.
  - Thursday, October 1, 2020 2:00 PM

- **Community Briefing and Conversation**
  - An opportunity to connect as a community. Jason A. Wolf, Ph.D., CPXP, President & CEO, The Beryl Institute, will share headlines from the community and will encourage participants to connect and reflect using the chat function.
  - Friday, October 2, 2020 11:00 AM

- **Webinar – PX 101 Overview**
  - Attend this webinar to hear a detailed overview of patient experience 101, view actual examples of the resources, and get your questions answered
  - Tuesday, October 6, 2020 2:00 PM
PFAC Guides for Addressing Diagnostic Quality & Safety

Following the December PFAC Convening – hosted by the National Academies of Sciences, Engineering, and Medicine and SIDM – two PFAC guides were created! These guides derived from the learnings and best practices shared that day and further enhanced with insights from the Health Research & Educational Trust Hospital Improvement Innovation Network/SIDM Diagnosis in Medicine Change Package.

Each guide provides foundational education about diagnostic errors and tangible ideas and suggestions for PFACs and their hospital or health system leadership to employ as they work to tackle diagnostic quality and safety.

Please click here to access both guides:
• PFAC Leaders’ Guide for Diagnostic Quality and Safety
• PFAC Guide for Hospital and Health System Leaders
INFO: There is ample evidence that communities of color are experiencing higher rates of infection and mortality rates. Testing and contact tracing are important tools to use in heading off future outbreaks of COVID-19. This webinar will explore how to promote health equity in contact tracing to mitigate COVID-19.
The JHM Office of Diversity, Inclusion and Health Equity Website: Racial Discussion Resources

This link includes a curated list of racial discussion resources on their website for both adults and children: https://www.hopkinsmedicine.org/diversity/

**Racial Discussion Resources**

We recognize that we have a lot more work to do to bring about systemic culture change that will address structural racism within our own organization and enhance the work experience for all of our employees. The JHM Office of Diversity, Inclusion and Health Equity (ODIHE) is committed to providing diversity, inclusion, health equity, and cultural competency training across Johns Hopkins Medicine and committed to listening, understanding and implementing strategies to advance and strengthen our commitment to diversity and inclusion.
View the Vivien Thomas Documentary Panel Discussion

On August 5, 2020, the Johns Hopkins Medicine, Office of Diversity, Inclusion and Health Equity and The Hopkins Diaspora ERG, in collaboration with Sparks Media, Inc. hosted a free virtual presentation of the award winning documentary, “Partners of the Heart”.

Dr. Sherita Golden (VP/Chief Diversity Officer, JHM) provided the introduction and Dr. Robert Higgins (Director of the Department of Surgery/Senior Associate Dean for Diversity and Inclusion) served as the moderator.

The documentary viewing was followed by a panelist discussion featuring Dr. Koco Eaton (Orthopedic surgeon) Valeria Thomas Spann, CSW (Vivien Thomas’ niece), Chris Haley (actor portraying Vivien Thomas in the documentary) and Mike Edenburn (a "blue baby").

Watch the documentary intro, panelist discussion and Q&A.

You can rent or buy “Partners of the Heart” from the Spark Media website. All proceeds from the documentary goes towards continuing awareness-raising efforts on Vivien Thomas’ legacy and educational outreach with the Vivien T. Thomas Medical Arts Academy, a public school in Baltimore. Enter promo code VIVIENTHOMAS at checkout to receive 25% off.
The Johns Hopkins Children’s Center hosted a series of virtual town halls for patients, family members and caregivers to hear from Johns Hopkins Children's Center experts about the current state of care during the COVID-19 pandemic.

You can access recordings from previous town halls here:

JHM Media Briefing: Lessons Learned from COVID-19 & What’s Next

Watch the recorded media briefing during which Johns Hopkins experts discuss what has been learned from the pandemic, what is being experienced now, and how it all will inform how we continue to move forward. Topics such as Children and COVID, Health Disparities and Civil Rights, and Contact Tracing are discussed.

Six Months In: Lessons Learned from COVID-19 and What's Next

YouTube Video

Sherita Golden
Health Equity in the Time of COVID-19: Disparities and Civil Rights
Health Equity & Racial Justice Articles

- SARS-CoV-2 Positivity Rate for Latinos in the Baltimore-Washington, DC Region | Health Disparities | JAMA | JAMA Network

- What Do Coronavirus Racial Disparities Look Like State By State?

- Things we can all do and learn for racial justice

- How to be an active ally in the black community
COVID-19 Resources
(These items are ongoing and will be in every newsletter)
We're Always Here For You | A Message to our GYN Oncology Patients

During the peak of the COVID-19 pandemic, The Johns Hopkins Hospital’s gynecologic oncology team never ceased to provide cancer care, seeing nearly 1,000 patients, performing over 100 surgeries and providing more than 200 cycles of chemotherapy in an eight-week timeframe.

Watch a video to hear from Rebecca Stone, director of the Kelly Gynecologic Oncology Service, as well as a few grateful patients, who encourage others to not delay necessary care.
Johns Hopkins Medicine continues to expand its access to in-person primary and specialty care, as well as surgical care. Watch this video to hear Lisa Maragakis, senior director of infection prevention, share details about the comprehensive measures we have taken to help both prevent the spread of the coronavirus that causes COVID-19 and ensure the safety of our patients and staff members.

https://www.youtube.com/watch?v=zB3s51Yz59g&feature=youtu.be
A Message to our Patients and Visitors Video

Recorded with Lisa Allen, Chief Patient Experience Officer, and PFAC members Sue Mead and Tisha Guthrie, this video explains the current visitation policy at Johns Hopkins Medicine:

https://www.youtube.com/watch?v=lOjozxr30IM&feature=youtu.be
Community Support Events Calendar

The new COVID-19 Community Support Events Calendar is now live!

This calendar hosts all of the past and upcoming COVID-19-related public events that will take place online or by telephone.

https://hub.jhu.edu/novel-coronavirus-information/community-support/events/
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. Dan Hale & Dr. Panagis Galiatsatos. Various physicians, community leaders, etc. also join the call to share updates
  - Toll-free number: (888) 651-5908, Participant code: 3569812
  - Every Monday at 3:00 PM and Friday at 11:00 AM
  - 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.
  - You can access the previous session’s recording: Call toll-free (877) 471-6587. When it asks for the replay ID, enter 731117967004#

- **Urban Health Institute: Resources and Updates Website.** This site shares information about coronavirus and updates/resources across Baltimore and the state of MD
  - https://urbanhealth.jhu.edu/what-we-do/coronavirusresources.html
• **COVID-19 Community Resource Guide** designed by SKCCC provides health information, financial assistance resources, various resources for families and children, as well as mental health hotlines.

• **Baltimore City COVID-19 Testing Sites**: Appointments preferred but not required; while supplies last. Please visit the website to find a location near you.

• **COVID-19 Food Assistance**: Baltimore City and its partners are providing free grab-n-go meals for youth and families at 100 sites across the city. Please visit [www.bmorechildren.com/freemeals](http://www.bmorechildren.com/freemeals) to find a location near you.

• **Social Distancing: Apps for Seniors (Tech-Savvy or Not)**: To help the elderly sector with communication, grocery delivery, home care, and health monitoring, The National Council for Safety, Protection and Wellness has developed a guide about apps and technologies that are suited for seniors, helping them connect with loved ones and healthcare professionals as well as receive essential goods and services. Please visit the website.
What are the Symptoms of COVID-19 and How Can I Protect Myself?

What should I do if I’m sick and believe I have COVID-19?
How to Properly Wear a Face Mask

Wearing a face mask in public helps to prevent the spread of COVID-19, but only if worn properly! Click Here to learn the do’s and don’ts of mask-wearing to maximize protection for yourself and others.

- Wash your hands before and after touching the mask.
- Touch only the bands or ties when putting on and taking off your mask.
- Make sure the mask fits to cover your nose, mouth and chin. If you adjust the mask to cover those areas, wash your hands before and after.
- Make sure you can breathe and talk comfortably through your mask.
- Wash reusable masks after each use. If the mask is disposable, discard it when visibly soiled or damaged.

Photo from Hopkinsmedicine.org
New from Johns Hopkins Medicine: Coronavirus (COVID-19) Self-Checker

Click the image below to go to the self-checker:

Coronavirus (COVID-19) Self-Checker
Check symptoms. Protect yourself. Get information.

Check Now
How Can You Help?

Some of our PFAC members have asked how they can show their appreciation and support for JHM staff. A staff appreciation gallery and board have been created!

You can visit the website to view photos and kind words, and even share your own stories and pictures!

Resources to Help Manage COVID-19 – Related Stress & Anxieties

Johns Hopkins Mindfulness Program: Daily Virtual Mindfulness Sessions via Zoom
• Join Dr. Neda Gould, faculty member in the Department of Psychiatry and Behavioral Sciences and Director of the Mindfulness Program, for daily weekday meditations
• Sessions will take place Mon., Wed. and Fri. at 12 PM and Tues. and Thurs. at 9 AM
• Join a session here:
  jhjhm.zoom.us/j/747490420
  Meeting ID: 747 490 420
• Dr. Gould also offers mindful coloring and 2-minute guided meditation sessions: https://www.insidehopkinsbayview.org/mindful/index.html

CaringBridge
• www.CaringBridge.org is a free, non-profit website that brings family and friends together during any type of health event. It is an online space where you can connect, share and receive support—kind of like a “caring” social network.
• https://www.youtube.com/watch?v=D6x_RJXPFdU
Resources to Help Manage COVID-19 – Related Stress & Anxieties

Senior Call Check Program
• A free, daily automated call to the older adult (65+) at a regularly scheduled time between the hours of 8 a.m. and 4 p.m.
• If the participant does not answer after three calls, the emergency contact will be called. If the emergency contact is not able to reach the participant, a welfare check will be conducted by local law enforcement.
• 1-866-502-0560 or register online
  • Registration and additional info: https://aging.maryland.gov/Pages/senior-call-check.aspx

Calm App
• Calm has compiled a variety of free resources from meditation to music to assist with your mental well-being during this time
• https://www.calm.com/blog/free-resources
• https://www.calm.com/blog/take-a-deep-breath

The Peabody ArtReach presents virtual performances and education resources online at https://peabody.jhu.edu/explore-peabody/artreach/
Resources to Help Manage COVID-19 – Related Stress & Anxieties

Coronavirus (COVID-19)
Relaxation & Meditation Resources

C.A.R.E.® Connect
Continuous Ambient Relaxation Environment®
C.A.R.E.®

C.A.R.E. Connect is an online portal that you can access on your phone or computer and stream to your device. Within this portal, you will be able to stream The C.A.R.E. Channel, Guided Imagery/Meditation videos for you and for children (ex: “Naptime” and “Letting go of Fear”), Nighttime Programming featuring a beautiful star field that promotes sleep, and much more. This is 100% free and no signup is required.

Access now at: stream.carechannel.net and enter code care4355

More details and free meditation videos can be found: https://www.healinghealth.com/covid-resources/
Resources to Help Manage COVID-19 – Related Stress & Anxieties

Free Therapy

MAY BE AVAILABLE

if you are sad, grieving, stressed or want to make a change in your life. The Pro Bono Counseling Project assists families, couples and individuals.

We offer special programs for:

- CAREGIVERS
- INDIVIDUALS COPING WITH CANCER
- MILITARY & FAMILY
- SINGLE PARENTS
- SOUTH ASIANS
- SPANISH SPEAKERS
- VICTIMS OF VIOLENCE

OUR MISSION is to ensure that Marylanders with limited resources requesting mental health care are provided access to volunteer licensed mental health professionals and other necessary supportive services.

OUR VISION is the availability of quality mental health care for all those in need.

PRO BONO
COUNSELING PROJECT
Over 25 years of access to mental health care

FREE THERAPY

CALL 410-825-1001
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