

Medical Affairs Advisory Committee Meeting

October 2, 2018

Members Present: John Allen, Ajjai Alva, Stephanie Chervin, Alina Hague, Sami Malek, Rishindra Reddy(Chair), Soumya Rangarajan, Jean Song, Marschall Runge (Dean)

Presenter: Keith Gran, Chief Patient Experience Officer

Topic of Discussion: Patient Experience

Reedy Rishindra (Chair) opened the meeting with introductions of the MAAC members and presenter.

Keith Gran, gave an overview of the vision and priorities of the Office of Patient Experience. To provide the idea patient and family experience partnering across Michigan Medicine; by providing the right care at the right time, best for the patients and providers highlighting four key priority areas.

- ❖ Access – Patients have a timely convenient access to information and services
- ❖ Communication – Exchange information between caregivers, hospital staff, referring providers, patients and families in a manner allowing a proactive dialogue for problem solving in the care process.
- ❖ Respect & Empathy – All caregivers and health system staff to interact with patients and each other in a warm, caring, and respectful manner, while putting the needs of the patients and families first.
- ❖ Environment - Ensuring the environment for care is clean, quiet, safe and commensurate with the highest quality of care expected by the patients and families.

Chairman Reddy Rishindra asked the committee for topics to consider for upcoming agendas and the meeting was adjourned.

UPDATE-Nov and Dec 2018 dates are cancelled due to scheduling concerns.

The next scheduled MAAC meeting is scheduled for Wednesday, Jan 16, 2019 at 7:30 am
Dean's Conference Room#4110, Med. Sci Bldg. I