



PACO

Patient Advisory Committee

Newsletter Spring 10
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Patient Centered Outcomes Initiative (PACO)
Principal Investigator Dr. Nancy Shadick
Co-Investigators Dr. Michael Weinblatt and Dr. Jonathan Coblyn
Brigham and Women's Hospital, Rheumatology, Immunology, Allergy

Summary of November 6, 2009 meeting

Patients commented that the Sleep seminar focused on sleep Apnea while the patients had more questions for Dr. Malhotra such as what pillow provides good neck support, what types of programs would help with sleep. For pillows, there is a new pillow technology that improves neck support (see <http://www.tempurpedic.com/pillows/therapy/>). Research indicates that anything that engenders relaxation such as meditation is helpful as well as cognitive behavior therapy. If patients are interested in program recommendations or have other questions, please email Dr. Malhotra AMALHOTRA1@PARTNERS.ORG

The question came up, "What to do if someone is sick at an event?" considering that RA patients have to be ultra careful because they are on immune suppressants and need to avoid being exposed to germs. PAC members suggested:

- Put on the seminar invite, please do not come if you are sick and coughing or sneezing. Others have compromised immune systems and can easily catch your germs.
- Masks at the sign in table
- If person is coughing, we go offer them a mask.

Members discussed potential topics for future seminars. These included:

- What you always wanted to know about taking care of yourself with RA.

What is the relationship of genetics and RA, other autoimmune diseases, and other co-morbidities? This could include environmental factors that may affect RA.

There was further discussion about clinic wait times building on the update from Arthritis Center Facilities Manager Kori Bernardino. Kori had mentioned that it is hard to quantify an acceptable wait time across the hospital because some practices, like surgery, will be different if the doctor is in the operating room prior to seeing patients in the office. Therefore, the thought is that a patient would get an estimate at check in. That way if there was a wait, a patient could get coffee or do a crossword puzzle." One PAC member suggested those devices like at Panera bread, which you carry with you, and buzzes when to notify you when the doc is ready. Another

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Summary of November 6, 2009 meeting (Continued)

patient thought that it would cause difficulties for the doctor, especially if a patient did not return to the waiting area in a timely way. Checking with Kori about these, she commented that many patients do not like the devices, and the system would be costly to implement.

Patient First Initiative

Our guest speaker at the Patient Advisory Committee meeting on March 26, 2010 is Nipa Patel, Senior Project Manager for the hospital-wide Patient-First Campaign. The Patient First campaign, launched in 2008 by the Ambulatory Council, includes several efforts aimed at providing excellent customer service, communication and quality care to every patient or family member. The many project improvements affect the entire continuum of patient care in the ambulatory care setting, even before the patients arrive for appointments. Reminder phone calls have reduced the patient no-show rates at many practices. Also, front desk staff have streamlined the registration process at the Brigham Orthopedic and Arthritis Center. Ms. Patel will provide an overview of Ambulatory Services, the Ambulatory Council, Patient Satisfaction surveys, and the Patient First Initiatives. You can read background on the Patient First Initiatives at:

<http://www.brighamandwomens.org/publicaffairs/publications/DisplayBulletin.aspx?issueDate=11/6/2009%2012:00:00%20AM>

Next Seminar Thursday May 13, 2010

The BWH Arthritis Center is co-hosting a seminar with the Arthritis Foundation Thursday evening May 6, starting at 6:00 in Carrie Hall. Dr. Jon Coblyn will speak on rheumatoid arthritis - recent new treatments and living well with RA.

