



GEORGIANN ZIEGLER PATIENT ADVISORY COUNCIL CODE OF CONDUCT

The goals of the Georgiann Ziegler Patient Advisory Council are to:

1. Give voice to individuals that have been hospitalized with Pneumonia, Urinary Tract Infection, and/or Sepsis
2. Listen and learn from all our members' experiences
3. Use that knowledge to make more informed decisions in hospitalized care for patients with Pneumonia, Urinary Tract Infections, and/or Sepsis

In order to achieve these goals, we must commit to building a group space where all members feel safe and comfortable sharing their experiences and providing constructive feedback to our team at the Michigan Hospital Medicine Safety Consortium (HMS). To create this open and trusting atmosphere, members of the council are asked to understand and commit to this group Code of Conduct, affirming that you will adhere to the principles below.

As a member of the Georgiann Ziegler Patient Advisory Council, I agree to the following:

1. **The 'golden' rule:** I will treat all council members with the same respect and courtesy that I expect in return.
2. **Constructive not destructive:** I will use my past experiences to inform my constructive feedback, rather than simply to vent or criticize.
3. **Step up, step back:** If I've asked a question or shared a comment, I will ensure that new voices are heard before I contribute again.
4. **To listen and let others have their say:** I will not interrupt or attack another comment, even when I strongly disagree.
5. **To be there:** I will actively engage in the group conversation, willing to put myself out there when the time is right.
6. **Confidentiality:** I will treat the meetings as confidential and not repeat any of the conversations or topics discussed outside of the meetings.
7. **Respectful communication:** I will not name specific hospitals, healthcare providers, or similar entities as it relates to negative or positive experiences.
8. **Practice self-care:** If I need to get up or take a break, I will do so.
9. **Commit to participation:** I will commit to at least one year of service on the advisory council.
10. **Attend meetings:** I will make every attempt to attend meetings during my term.
11. **Raise concerns with HMS first:** I will bring any questions or concerns regarding HMS or the Georgiann Ziegler Patient Advisory Council directly to the HMS coordinating team so that they can address them prior to any public dissemination.

I _____, agree to abide by the principles stated above during my time as a member of the HMS Georgiann Ziegler Patient Advisory Council.

Signature: _____

Date: _____



GEORGIANN ZIEGLER PATIENT ADVISORY COUNCIL

OUR STORY

What is HMS?

The Michigan Hospital Medicine Safety Consortium (HMS) is a dynamic, data-driven collaborative dedicated to enhancing patient safety and quality of care across the state of Michigan. Sponsored by Blue Cross Blue Shield of Michigan and Blue Care Network, HMS is comprised of 69 hospitals statewide to improve quality of care for hospitalized medical patients who are at risk for adverse events, specifically targeting conditions such as Pneumonia, Urinary Tract Infection (UTI), and/or Sepsis.

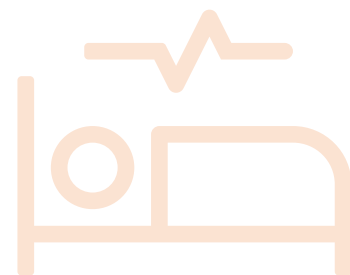
HMS is designed to build the capacity to evaluate and improve the care of a broad group of patients not generally targeted in other consortia: the hospitalized adult medical patients. As a testament to the power of our data-driven collaborative, HMS aims to improve the quality care of hospitalized medical patients through; consortium building, tool and process refinement, evaluating and understanding current practice and implementation improvement strategies and evaluate change over time.

Our Mission

We partner with hospitals and clinicians across Michigan to advance care quality and safety for hospitalized medical patients using robust clinical data, dissemination of best practices, facilitated implementation, and creation of new knowledge

Who is Georgiann Ziegler?

Our council is named in honor of Georgiann Ziegler, HMS' first patient advocate. Georgiann herself experienced multiple PICC line placements and other medical interventions. Throughout her journey, Georgiann offered critical perspectives on the patient experience, advocating for improvements that directly benefited our collaborative. Her legacy in patient advocacy underscores the importance of listening to those we serve, making her the perfect namesake for our council.



Our Vision

HMS will be the home and trusted partner for hospital-based medical quality and safety efforts in Michigan and serve as a national model for patient-centered, multidisciplinary, data-driven quality improvement



GEORGIANN ZIEGLER PATIENT ADVISORY COUNCIL INVITATION

The Michigan Hospital Medicine Safety Consortium (HMS) invites you to join the Georgiann Ziegler Patient Advisory Council!

What is the Georgiann Ziegler Patient Advisory Council?

At the center of this work is a group of patients and caregivers who meet quarterly throughout the year to discuss and share their experiences. As a patient and/or caregiver affected by Pneumonia, Urinary Tract Infections (UTI), and/or Sepsis, we hope you will consider joining.

As a member, you will meet others and work with HMS to:

- Help us understand the issues facing patients hospitalized with Pneumonia, UTI, and/or Sepsis
- Brainstorm ideas for how to better support patients
- Give input on tools, quality improvement materials, presentations, etc.
- Work together with other patients and/or caregivers
- Present to providers across the state of Michigan

What Does Being a Patient Advisor Mean?

The Georgiann Ziegler Patient Advisory Council meets for 1 hour every quarter. The meetings are held virtually via Zoom. Members can join the meeting using their computer, tablet, smartphone, or by calling in using a home phone. Each meeting will follow a loose format where HMS team members will guide the conversation and get member's feedback. Lively and engaging conversation from all members is encouraged and all viewpoints are heard and respected.

Patient Advisors are asked to commit to at least a year of membership, although we understand that unexpected circumstances can come up that may prevent you from continuing your participation.

Patient Advisors will be required to sign a Code of Conduct Policy. This will ensure that all members feel comfortable sharing their thoughts without judgement.

For your time and participation, you will be paid \$50 via check for each session you attend.

If you are interested in participating or would like more information, please email Caitlin Tatarcuk at caitliro@med.umich.edu