

# PERC SERVICES

## FOCUS GROUPS

*Small group interview with patients/caregivers to gather thoughts and feedback on certain topics. PERC can help develop a moderator of questions to ask participants. We also will note take and/or record conversation and have transcribed.*

## ONE-ON-ONE INTERVIEWS

*In depth one-on-one conversation with patient/caregiver. PERC can help develop a guide of questions to ask participants. We also will note take and/or record conversation and have transcribed.*

## PATIENT & FAMILY ADVISORY COUNCIL (PFAC)

*10-15 patient advisors placed on council led by HFHS team member(s). Council focuses on process improvement with feedback from patients/caregivers. PERC can take the lead on recruitment, strategic planning and development of council. PERC continuously support council.*

## COMMITTEE

*Adding a patient and/or caregiver voice to existing department committee meetings. PERC will recruit and train patient advisor placed on department committee.*

## SURVEYS

*A great tool for quick and easy responses from the patient advisor pool. PERC will develop the survey, distribute to targeted audience, and pull response results.*

## PFAC CONSULT

*If your team is looking to present to a group of Patient Advisors to gather live feedback. Must be able to commit to looping back to the group once changes have been implemented based off their feedback.*

## RECRUITMENT

*The Patient Advisor Pool consists of 480+ patients and caregivers. This diverse group of participants are very receptive and engaged. PERC utilizes this pool for all forms of patient engagement. If desired audience does not exist within the patient advisor pool, PERC can help identify specific demographics outside of the pool. We will develop recruitment marketing materials, conduct outreach, and schedule participant interaction (interview, focus groups).*

## PATIENT CENTERED RESEARCH DESIGN

*Research studies or projects designed to increase collaborative efforts between researchers and the participants (patients). Engagement, trust, as well as action and reflection are key components of these types of designs. Examples include: photo-voice, body-mapping, social network analysis, social media analysis, community-academic partnerships, participatory action research. PERC can assist in all aspects of study design and execution.*

## KNOWLEDGE SHARING & DISSEMINATION

*Involves “getting the right knowledge to the right people in the right place at the right time” and is a crucial part of knowledge management because it ensures knowledge is available to those who need it. These are activities in which knowledge is exchanged among various groups, stakeholders, communities, etc. Examples include: publications, abstracts, posters, infographics, flyers, digital assets, knowledge sharing events (e.g., galleries, lunch and learns, symposiums). PERC can assist in all aspects of knowledge sharing and dissemination development and execution.*

**If you are interested in partnering with PERC, please complete the [PERC Patient Engagement Intake Form](#).**