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## SMH recognizes Impact of Patient and Family Engagement Team

By [editor@pioneertribune.com](mailto:editor@pioneertribune.com)  
on August 06, 2025



Schoolcraft Memorial Hospital recently recognized their Impact of Patient and Family Engagement Team. From left to right are, Kimberly Shiner, Kathy Jo Knight, Barbara Woods, Sara Giles, Lorraine Shultz, Joan Ecclesine, Kena Nicholson, and Julie Hoholik. Courtesy photo

MANISTIQUE — Schoolcraft Memorial Hospital (SMH) proudly recognizes the tremendous work of its Patient and Family Engagement Team over the past year. This dedicated group of patient advisors, community members, and staff has played an essential role in improving the overall healthcare experience for patients and their families.

The Patient and Family Engagement Team serves as a vital voice in helping SMH identify opportunities for improvement, enhance communication, and strengthen patient-centered care. Their contributions have led to meaningful changes across a wide range of services and systems throughout the hospital.

Key areas where the team provided valuable feedback include:

- SMHPRECHECK Appointment Check-In System
- MyHealth Patient Portal
- Phone system enhancements and call routing
- Communication practices within provider offices
- Patient Experience Survey process improvements

- Wayfinding concerns throughout the facility
- Inpatient patient information packet review
- Updated dietary menus for hospitalized patients
- Fall prevention signage, alerts, and education materials
- Inpatient TIPS (Tailoring Interventions for Patient Safety) sheet
- Community Connections website resource development
- Transportation and other health-related social needs

- Community Health Needs Assessment (CHNA)
- Advanced Care Planning and Advance Directives
- SMH public website redesign in- put

In addition to offering feedback, the team helped bring several impactful ideas to life:

- Distribution of canes to those in need
- Implementation of the "File of Life" emergency information tool
- Launch of a community fall prevention class: "Take Out the Fear of Falling"
- Development of a pre-surgical assessment for post-op equipment needs
- Creation of a Durable Medical Equipment (DME) Resource Handout
- Volunteering at multiple community outreach and education events

"Engaging patients and families in the decisions that shape their care is central to our mission," said Kimberly Shiner, Director of Compliance, Quality and Risk at Schoolcraft Memorial Hospital. "Our Patient and Family Engagement Team exemplifies the power of collaboration. Their insight has driven real improvements that matter."

For more information on the Patient and Family Engagement Team or how to get involved, please visit Kena Nicholson, Quality Coordinator, at (906) 341-3758.

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