June 4, 2015

Dear (Care Giver’s Name),

Helping you and your loved ones live well is the top priority of Lakewood Health System. Our goal is to provide care, resources and support in a way that is meaningful and makes a difference to those we serve.

We recognize that Lakewood Health System’s Care Center is home to a very important member of your family...and ours. In an effort to provide the highest quality of life for all of our residents, Lakewood Health System is actively working to increase the involvement of our resident’s family members and provide meaningful, diverse activities within the Care Center.

In order to assure we meet these goals, we need YOU! We would like to invite you to join us as part of a unique Patient Advisory Group called a Flash Mob Invitational. A Flash Mob is a one-time advisory group comprised of people with a specific experience in common. You are invited to be part of a group comprised of other family members of residents of our Care Center. Again, this group will meet just one time for approximately one hour. The questions we ask will be designed to illicit your experiences, desires and feedback on what activities we offer and ways in which we can include family members.

This Flash Mob Invitational will be held at **Lakewood Health System on Thursday, June 18th from 10 am – 11 am in the Senior Campus Burlington Room.** This conference room, formerly the clinic waiting room, is **immediately to your left inside Door C.**

To RSVP, please call **Jackie at 218-894-8778.** To assure we are able to facilitate an effective dialogue, **space is limited to the first 15 people who RSVP.** If you are unable to attend but would like a member of our team to contact you, please let us know and we will schedule a call to obtain your feedback.

Thank you for considering being part of this Flash-Mob patient advisory group to discuss this important topic. We appreciate your time and perspective!

Sincerely,

Jennifer Strickland, RN

Customer Experience Director

Lakewood Health System