



2019 Impact Report

Patient and Family Advisory Councils



Patient and family engagement

Our patient and family-centered focus on caring for children and adults is paramount at Vanderbilt University Medical Center. When you're in our facilities, you'll hear administrators, doctors, and staff refer to this philosophy of care. We take this commitment very seriously.

Patients and their families make up our advisory councils to make sure we continually make decisions with them as the focus. These members have the experience, time, and dedication to provide unique perspectives in the development and implementation of programs, policies, and practice standards.

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Cover page: Symbol of Vanderbilt—the oak leaf stands for strength and steadfastness, and the acorn represents the seed of knowledge.

Leadership



Paul Sternberg, Jr., MD
Chief Patient Experience Officer
Vanderbilt University Medical Center

Vanderbilt's patient and family-centered engagement is an innovative approach to the planning, delivery, and evaluation of health care. It's grounded in mutually beneficial partnerships among our patients, their families, and their health care providers.

MONROE CARELL JR. CHILDREN'S HOSPITAL AT VANDERBILT



Janet N. Cross, M.Ed., CCLS, CPXP
Administrative Director, Patient- and Family-Centered Care

Tami Bradham, 2019 Chair



VANDERBILT BEHAVIORAL HEALTH



Rhonda Ashley-Dixon
Director of Outreach and Business Development

Cecilia Dodd, 2019 Chair



VANDERBILT UNIVERSITY HOSPITAL



Terrell Smith, MSN, RN
Senior Director of Patient and Family Engagement

Larry Goldberg, 2019 Chair





Our history



- Established in 1995
 - Members: 25 parents and guardians whose children receive health care and treatment at Children's Hospital and clinics
 - Meets monthly
 - One of the longest-running patient and family advisory councils in the U.S.
 - Three clinical advisory groups: Neonatal Intensive Care Unit, Cystic Fibrosis, Primary Care
 - Participation on hospital committees
 - Hospital Acquired Condition Quality Work Groups
- Established in 2007
 - Members: 23 patients and their family members who receive health care at Vanderbilt University Hospital or clinics
 - Meets monthly
 - 12 patients and family members, nominated by their nurses and physicians, were invited to participate
 - In addition to the council, there is a Heart Transplant Clinical Advisory Group
 - Value of council recognized by leaders, managers, researchers, faculty, and staff members
 - Intelligent, thoughtful, well-informed, and candid individuals eager to collaborate to improve Vanderbilt's quality and service
 - Council acts as advisors and participants with institution planners



Vanderbilt Behavioral Health

VANDERBILT  UNIVERSITY
MEDICAL CENTER

- Established in 2012
- Members: 12 patients and/or family members who received health care from Vanderbilt Behavioral Health
- Meets monthly
- Key leaders recognized a need to more effectively engage patients and families
- Focuses on overall treatment experience and the redesign of programs, services, and facility aspects
- Includes representation from all levels of care, including outpatient services and partial hospitalization programs
- Acts as a resource to behavioral health councils across the country

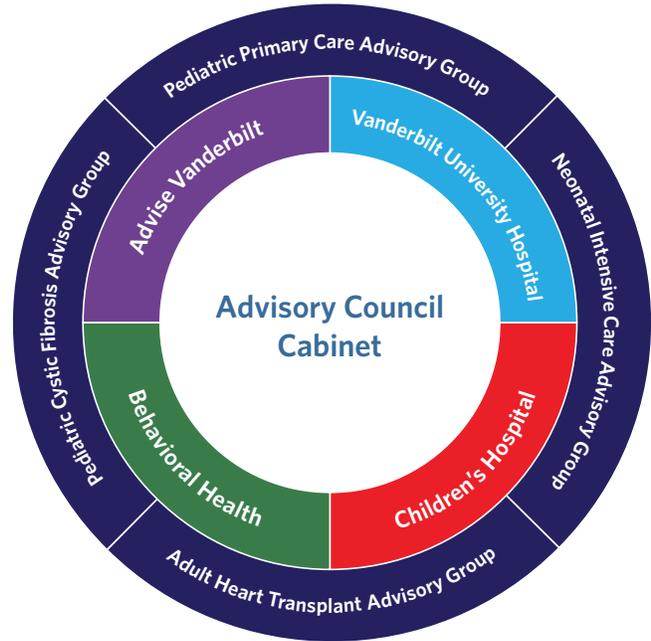
ADVISE VANDERBILT VANDERBILT HEALTH

- Established in 2015
- Members: 5,000 patients who receive health care at Vanderbilt University Medical Center
- Medical center recognized that not all patients and family members could participate in a monthly meeting on campus
- A solution to reach a broader demographic of patients who come to us for treatment
- Participated in over 30 surveys
- Expanded to include Children's Hospital and LGBTQ patients
- Survey response rate consistently exceeds national average
- Large percentage of advisors are willing to come on campus for special collaboration

Our work

COMMITTEES AND COUNCILS

- Patient Portal ●●
- Nursing Awards ●●
- Nurse Staff Council ●
- Bereavement Committee ●●
- Executive Diversity Council ●
- End of Life Steering Committee ●
- Nursing Quality Committee ●●
- Patient Experience Committee ●●
- Nursing Patient Experience Committee ●
- Defining Personalized Care Committee ●
- Patient Engagement Steering Committee ●●●
- Nursing Patient Education & Service Committee ●
- Medication Use Safety Improvement Committee (MUSIC) ●
- Children's Hospital Patient Education Oversight Committee ●
- Patient Reported Outcomes Measurement Research Committee ●
- Pediatric Emergency Department Patient Experience Committee ●
- Cancer Patient Safety Learning Laboratory (CaPSLL) Research Steering Committee ●



WORK GROUPS

- Behavioral Health Integration Design Session ●●●
- GetWell Planning and Design Session ●
- Patient Education Materials Work Group ●
- Outreach and Communication Materials Work Group ●
- Council Governance Work Group ●

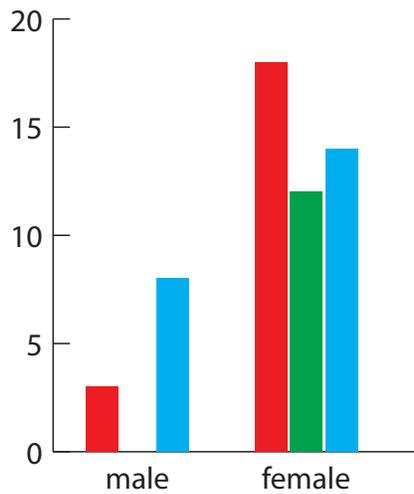
HOSPITAL ACQUIRED CONDITION QUALITY WORK GROUPS:

- Peripheral Intravenous Infiltration Extravasation (PIVIE) ●
- Catheter-Associated Urinary Tract Infection (CAUTI) ●
- Collaborated Central Line Associated Blood Stream Infection (CLABSI) ●
- Pressure Injury ●

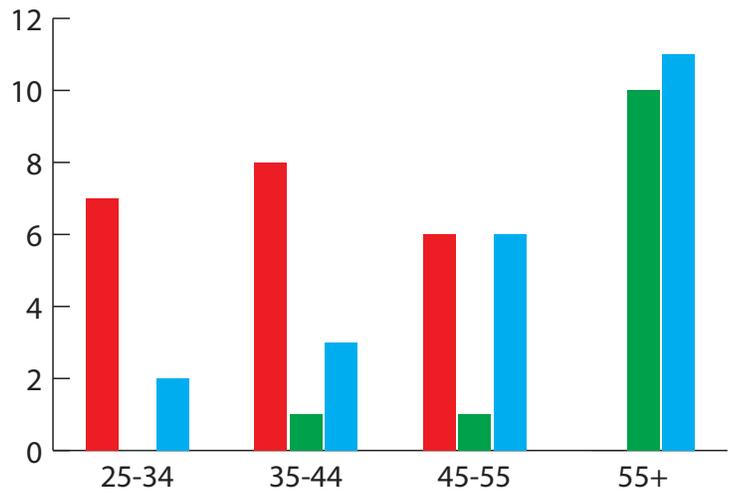
Our people

Our councils welcome all patients and families. We strive to include people with diverse backgrounds so that we fully represent the large variety of health care issues, diagnoses, and cultures of VUMC patients.

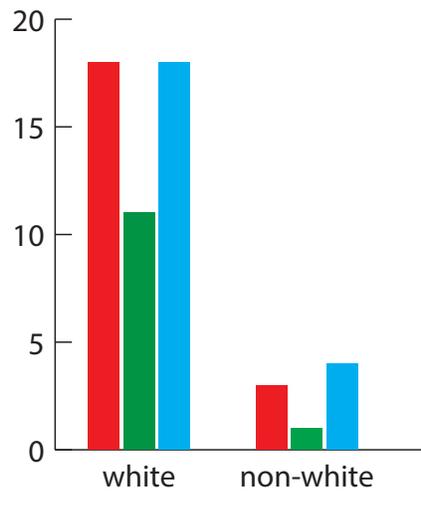
● Behavioral Health ● Children's Hospital ● Vanderbilt University Hospital



GENDER



AGE



RACE

SUSAN WAGGONER
Council member, Children's Hospital

"It's an honor to work alongside the other council members and be valued for our input and participation, work groups, and global representation."



Our pillars and purpose

The Five Pillars of Excellence are the Vanderbilt framework for setting organizational goals and direction. They provide a balanced approach to our goals, evaluations, and communication.

Together our pillars and our purpose

OUR PILLARS



People

We nurture a caring, culturally sensitive, and professional atmosphere as we continuously invest in the well-being and aspirations of our people.



Service

Collegiality is a central characteristic of our culture and defines how we serve our patients, those we teach, and the local and worldwide community.



OUR PURPOSE

The councils contribute to the education of patients, families, and health care providers.

The councils partner with health care teams to promote core concepts of patient- and family-centered care.

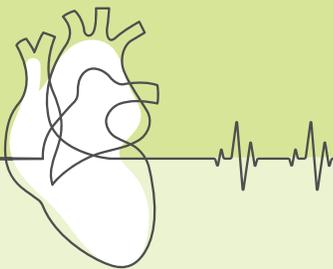


support mutual partnerships.



Quality

We relentlessly pursue and measure ourselves against the highest quality performance in all areas, from patient care to scholarship.

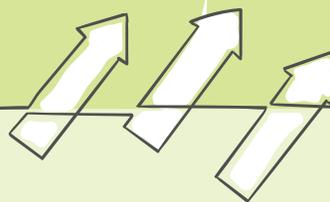


The councils collaborate with staff and faculty to improve quality.



Growth & Finance

We invest our resources in a manner that supports our long-term obligation to society: to achieve local, national, and worldwide impact in improving health.



The councils promote positive relationships between the health care system and the community.



Innovation

We seek excellence and leadership as we advance our systems of care, educational practices and our commitment to discovery.



The councils offer input to leadership in planning and evaluating services and programs.



PILLAR OF EXCELLENCE

PEOPLE



Achievements

● Advise Vanderbilt ● Behavioral Health ● Children's Hospital ● Vanderbilt University Hospital



Events

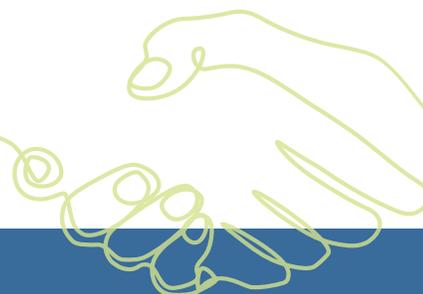
Ribbon-cutting for new adult unit at Vanderbilt Psychiatric Hospital ●

Behavioral Health Awareness Day on the Hill ●



Training

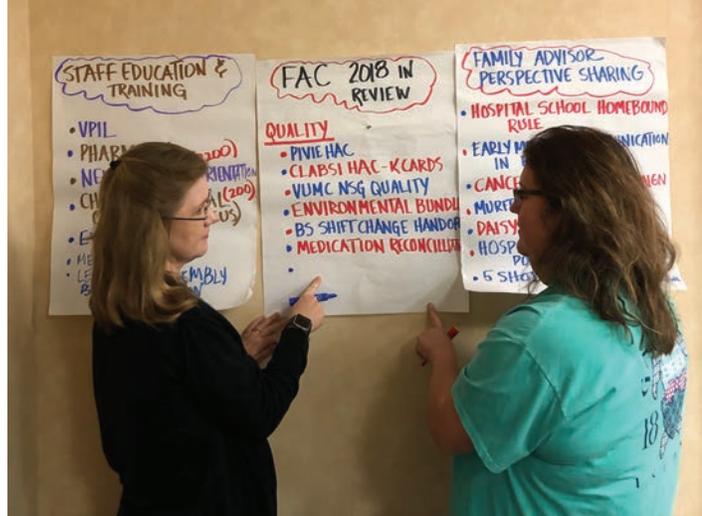
Patient and Family Promise orientation for 4662 new employees ●●●



PAT WILLIAMS

Council member, Behavioral Health

"It's an honor to serve on this council. With my 40+ years of advocating for Nashville's mental health community, I've been able to help improve delivery of services to patients with brain disorders at Vanderbilt Psychiatric Hospital."



Partnerships

MARKETING

- ▶ Patient and Family Promise Video ●●●
- ▶ Thank you videos for faculty and staff (based on stellar national ratings) ●
- ▶ VUMC website refresh ●●

MICU

- ▶ Diaries Project ●

NUTRITIONAL SERVICES

- ▶ Pediatric hospital food menu update ●

RHONDA KINSLOW

Council member, Children's Hospital

"Being a part of this council gives me a broader purpose beyond managing my daughter's health issues—it gives me the opportunity to serve and support other families like us who rely on Vanderbilt for our health care needs."





PILLAR OF EXCELLENCE

SERVICE



Achievements

● Advise Vanderbilt ● Behavioral Health ● Children's Hospital ● Vanderbilt University Hospital



Quality Improvement

- ▶ Decreased fasting times for pediatric patients scheduled for sedated procedures ●
- ▶ Helped create strategies to improve communication about surgical delay ●
- ▶ Surgical passport for children with autism, sensory challenges, and intellectual disabilities ●



Design Project

- ▶ Behavioral Health Volunteer Orientation Manual ●
- ▶ Meds to Beds (GetWell Network) ●
- ▶ Behavioral Health Volunteer Services ●



ALISON BYNUM

Council member, Children's Hospital

"I'm so grateful for the chance to share our 10 years of experience as the parent of a frequent patient at Children's Hospital. We've learned to advocate on behalf of patients with different needs than ours."



Volunteering

▶ 1689 volunteer hours focused on improving care for VUMC patients ●●●



Training

▶ Mentored staff during creation of Psychiatric Hospital support groups ●



DON MCSURLEY

Council member, Vanderbilt University Hospital

"Open and honest dialog between members of the council and the Medical Center leadership enables Vanderbilt to provide the highest level of care for patients and their family members."





PILLAR OF EXCELLENCE

QUALITY



Achievements

● Advise Vanderbilt ● Behavioral Health ● Children's Hospital ● Vanderbilt University Hospital



Partnerships

EXECUTIVE LEADERSHIP

Improved patient and family orientation to Behavioral Health units and routines ●

HEALTH CARE TEAM

Patient-centered Medical Homes ●



Design Project

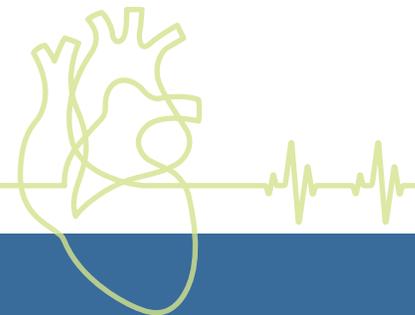
Behavioral Health's *Child and Adolescent Handbook* ●



Feedback

Messaging about suicide prevention strategy and tools ●●●

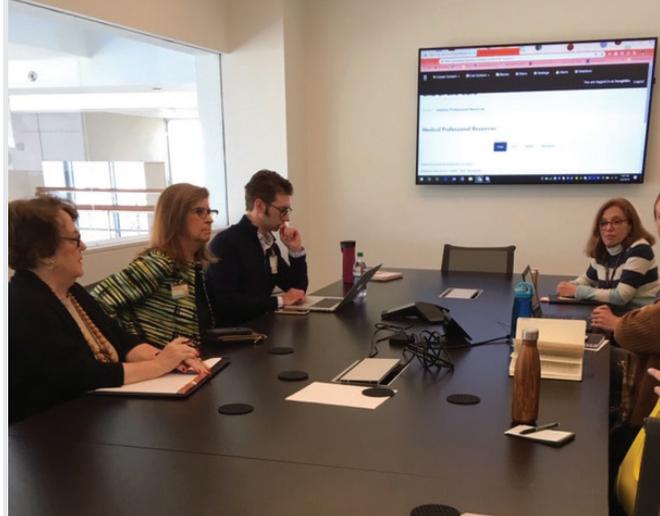
Advanced Directives conversations with End of Life Steering Committee ●



FLO LEWIS

Council member, Behavioral Health

"It's exciting to follow the progression from idea to implementation and see the results first-hand. I love getting a sneak preview of accomplished goals and being a part of the success. Participating in decisions that benefit patients and families is very rewarding."



Events

- ▶ Society to Improve Diagnosis in Medicine in Washington, D.C. (Council leadership) ●
- ▶ Safety Rounds with Chief Nursing Officer ●



Work Groups/Committees

- ▶ **PERIPHERAL INTRAVENOUS INFILTRATION EXTRAVASATION (PIVIE)**
Communication tool for children ●
- ▶ **COLLABORATED CENTRAL LINE ASSOCIATED BLOOD STREAM INFECTION (CLABSI)**
Line care tool for parents ●

JOEL BUCKBERG

Council member, Vanderbilt University Hospital

"I appreciate the willingness of hospital administration to act on feedback from family caregivers. Family support is so important to patient wellness, treatment, and recovery. When VUH partners with family caregivers, the patients win!"





PILLAR OF EXCELLENCE

GROWTH & FINANCE



Achievements

● Advise Vanderbilt ● Behavioral Health ● Children's Hospital ● Vanderbilt University Hospital



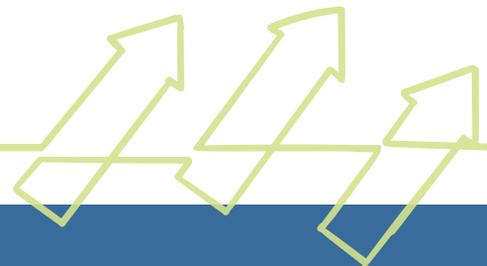
Events

Vanderbilt University Medical Center's Strategy Share 19 ●●●



Feedback

Revised discharge and financial counseling process ●



TAYRANETTE WILLIAMS

Council member, Vanderbilt University Hospital

"I look forward to being part of the council because it's an avenue to facilitate changes. I've learned that VUMC considers forward thinking as a gift rather than a challenge."



Renovation/Expansion Projects

- ▶ Creation of 14-bed adult unit at Vanderbilt Psychiatric Hospital ●
- ▶ Vanderbilt University Hospital lobby renovation ●
- ▶ Room design and furniture selection for two floor expansion ●

ANN KAVANAUGH-MCHUGH, MD

Physician council member, Children's Hospital

"I am awed by the depth of insight and knowledge at council meetings. These families, whose lives are filled with special challenges, find the time and energy to help us make this community, this hospital, our staff, and our programs better. They're an incredible gift to all of us."





PILLAR OF EXCELLENCE

INNOVATION



Achievements

● Advise Vanderbilt ● Behavioral Health ● Children's Hospital ● Vanderbilt University Hospital



Partnerships

FAMILY VOICES OF TENNESSEE
Recruited and trained families
for Parent 2 Parent Network ●



Work Groups/Committees

Cancer Patient Safety
Steering Committee ●



KATHY WOODWARD

Council member, Behavioral Health

"It's an honor to serve where my experiences can support a cause greater than myself and be so meaningful to me personally. My hope is that our contributions will make the process easier and more effective for families affected by mental illness"



Training

Unconscious Bias ●●●



Design Project

Behavioral Health Integration
Design Shop ●



BARBARA YUDISKAS

Council member, Vanderbilt University Hospital

"I feel honored to represent the council on several committees and as a patient co-investigator on a cancer research study. The committees are welcoming and my voice is heard."



A special thank you to our council members



MONROE CARELL JR. CHILDREN'S HOSPITAL AT VANDERBILT

Lara Barnhouse

Tonya Bowman

Tami Bradham

Alison Bynum

Kendra Doty

Cheryl Fields

Pam Gaffney

Tonya and Josh Graham

Sara Hanai

Rhonda Kinslow

Rebecca Martinez

Katherine Morley

Jama Mohammed

Cristin and Chris Roark

Val Shirley

Brittany Swanson

Codosta Thomas

Susan Waggoner

VANDERBILT BEHAVIORAL HEALTH

Rosemary DeWilde

Cecilia Dodd

Flo Lewis

Miranda Nelson

Maggie Samuchin

Anne Sheridan

Dana Smith

Ellen Smith

Renee Thompson

Katie Welsh

Pat Williams

Kathy Woodard

VANDERBILT UNIVERSITY HOSPITAL

Allison Bailey

Rob Blackford

Pam Bryan

Joel Buckberg

Dianne Denton

Suzanne Ezell

Lynn Ferguson

Rachelle Franklin

Scott Gale

Mark Glessner

Larry Goldberg

Tracy Harper

Debi Hoggatt

Mary Hooks

Pam James

Alex Kelso

Don McSurley

Jason Morgan

Janice Poma

TayRanette Williams

Jennifer Windh

Barbara Yudiskas



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