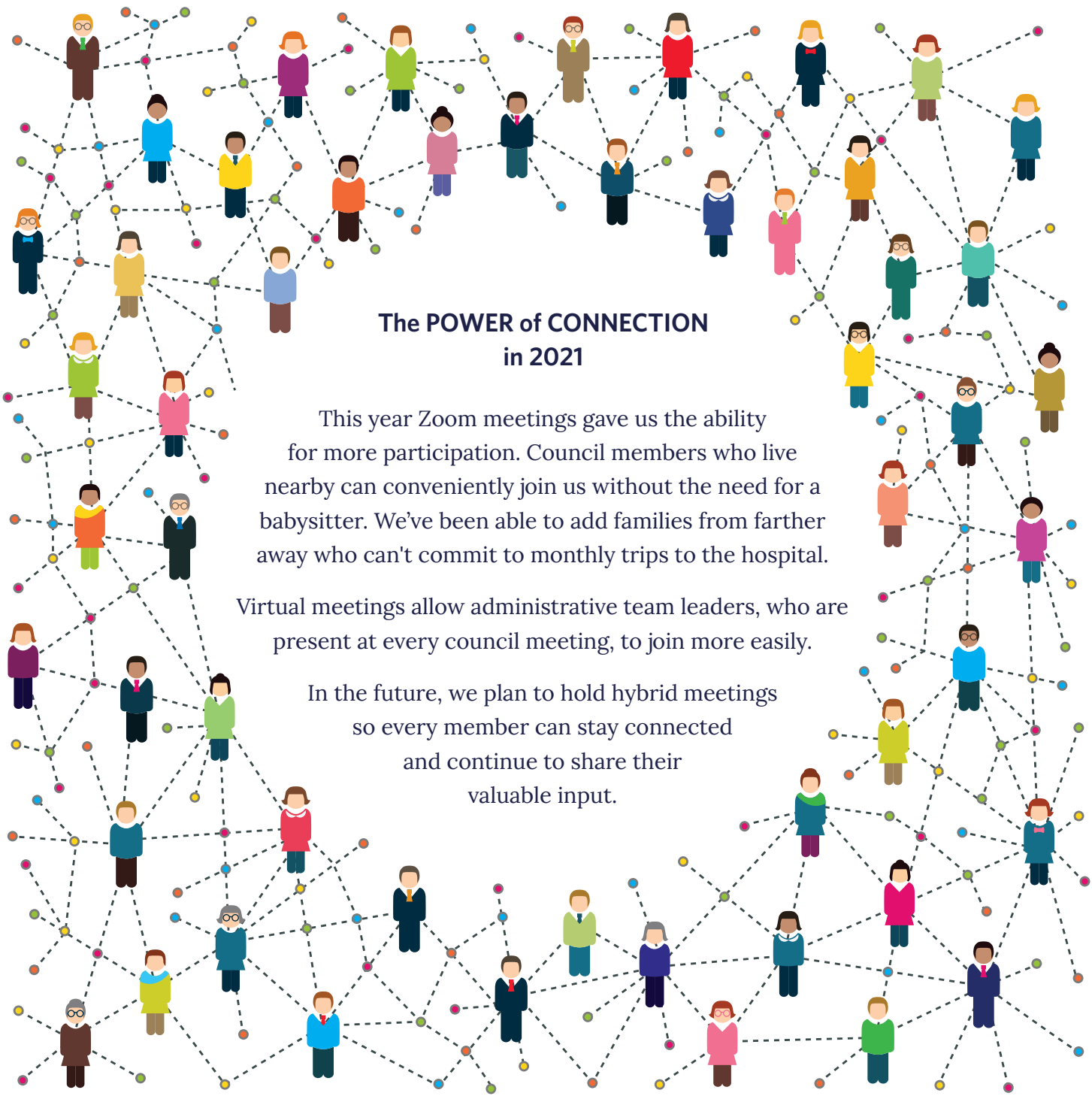




THE POWER OF  
**CONNECTION**

2021 Impact Report  
Patient and Family Advisory Councils



## The POWER of CONNECTION in 2021

This year Zoom meetings gave us the ability for more participation. Council members who live nearby can conveniently join us without the need for a babysitter. We've been able to add families from farther away who can't commit to monthly trips to the hospital.

Virtual meetings allow administrative team leaders, who are present at every council meeting, to join more easily.

In the future, we plan to hold hybrid meetings so every member can stay connected and continue to share their valuable input.

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# Leadership

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.



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

## Monroe Carell Jr. Children's Hospital at Vanderbilt

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



**Brittany Swanson**  
*2021 Chair*

## Vanderbilt Behavioral Health

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**Rhonda Ashley-Dixon, MA**  
*Vice President,*  
*Strategic Partnerships and Engagement*



**Flo Lewis**  
*2021 Chair*

## Vanderbilt University Hospital

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



**Barbara Yudiskas**  
*2021 Chair*

## Vanderbilt Bedford Hospital

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**Donya Neal, BSN, RN, CPHRM**  
*Director of Risk Management and*  
*Patient Advocacy*

## Vanderbilt Wilson County Hospital

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**Laura Williams-Marcum, MSN, RN**  
*Patient Experience Coordinator*

# Our History



- Established in 1995
- Members: 18 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.
- 4 clinical advisory groups: Neonatal Intensive Care Unit, Cystic Fibrosis, Primary Care, and Pediatric Bereaved Family
- Participation on hospital committees
- Active participation and problem-solving with Hospital Acquired Condition Quality Work Groups



- Established in 2007
- Members: 25 patients and their family members who receive health care at Vanderbilt University Hospitals 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's a Heart Transplant Clinical Advisory Group
- Value of council is recognized by leaders, managers, researchers, faculty, and staff members
- Intelligent, thoughtful, well-informed, candid individuals eager to collaborate to improve Vanderbilt's quality and service
- Advisors and participants work with institution planners

## Vanderbilt Behavioral Health



- Established in 2012
- Members: 12 patients or family members who receive 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 inpatient services, 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 care at Vanderbilt Health
- Medical Center recognized that not all patients and family members could come to a monthly meeting on campus
- Reaches 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

## Vanderbilt Bedford Hospital

VANDERBILT  HEALTH

- Established in 2020
- Members: 4 patients who receive care at Vanderbilt Bedford Hospital

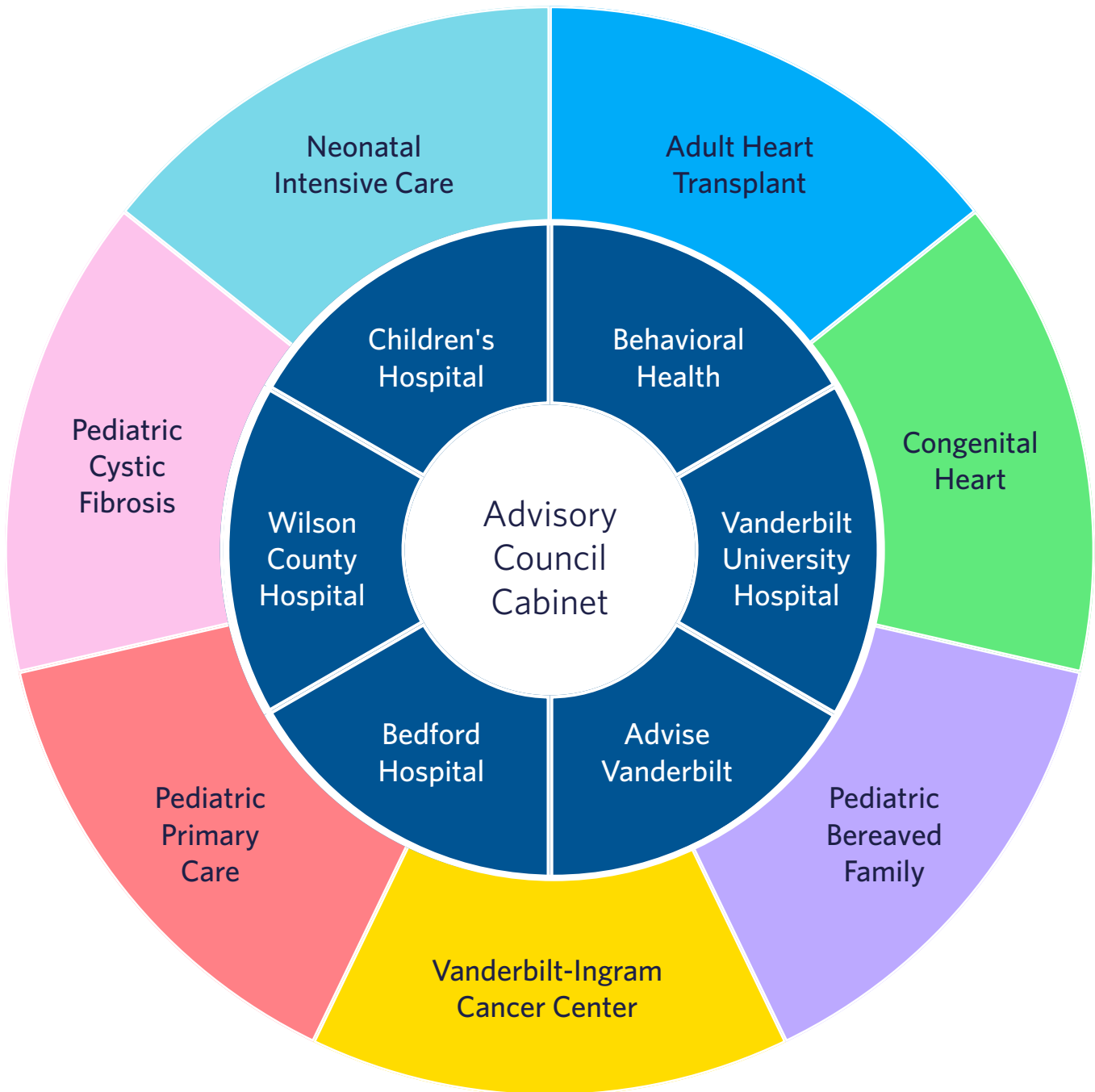
## Vanderbilt Wilson County Hospital

VANDERBILT  HEALTH

- Established in 2021
- Members: 8 patients who receive care at Vanderbilt Wilson County Hospital

# Advisory Council Cabinet

Our Advisory Council Cabinet is comprised of our chairs (past, present, and elect) from all 5 councils, Advise Vanderbilt, and 7 advisory groups.



# Advisory Work Group Updates

## **Vanderbilt-Ingram Cancer Center:**

### *Young Adults with Cancer (YAC)*

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- Addresses the unique needs of cancer patients ages 20 to 45
- Led by physicians from specialties that see the highest cancer rates in young adults
- Monthly Advisory Board meetings
- Members include survivors, caregivers, non-profits, physicians, scientists, and staff
- 3 members featured in Vanderbilt-Ingram Cancer Center's "Momentum" magazine cover story
- Shared stories at events, including a Vanderbilt University medical student class and the annual Cancer Research Retreat
- Local news coverage on early onset colorectal cancer
- Created website: [YoungAdultswithCancer.com](http://YoungAdultswithCancer.com)
- Created informational brochure
- Created videos:
  - intro to program
  - patient testimonials
- Researched and vetted appropriate resources for young adults
- Developed research projects to better understand issues and impact on patient care

## **Pediatric Primary Care**

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- Distributed periodic newsletters to keep members and stakeholders engaged
- Inpatient food insecurity project

## **Congenital Heart**

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- Meets quarterly via Zoom
- Set short-term goals:
  - establish a list of TN primary care providers
  - improve coordination with other subspecialties
- Set a long-term goal: establish a social worker-led support group

## **Neonatal Intensive Care**

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- Revamped NICU handbook for families
- Worked with Patient Education to create an online version of the Patient & Family Handbook
- Piloted a poster that identifies roles by ID badge color to hang in NICU rooms
- Advocated to distribute journals to each family that chronicles their NICU journey
- Worked on the 2022 Family Reunion with the Planning Committee
- Helped select the next winning photo for 2022 Christmas Card

## **Pediatric Bereaved Family**

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- Participated in annual *Time for Remembering* memorial ceremony
- Helped develop resources for bereaved parents

## **Adult Heart Transplant**

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- Focused on a Transition Readiness Assessment for the transition from pediatric to adult care
- Help set and manage patient expectations around medication and pregnancy
- Addressed social and psychological concerns of patients and families

# 2021 Committees, Councils, and Work Groups

## 2021 Committees and Councils

- 4 Ms (What matters most, mobility, medication, mentation) ●
- Bereaved Family Advisory Group ●
- Bereavement Committee ●●
- Cancer Patient Safety Learning Laboratory Research Steering Committee ●
- Children's Hospital Ambassadors ●
- Clinical Pastoral Education Professional Advisory Group ●
- Cystic Fibrosis Advisory Group ●
- Neonatal Intensive Care Advisory Group ●
- Nursing Awards Committee ●
- Nursing Performance Improvement Committee ●
- Nursing Quality Committee ●●
- Patient Engagement Steering Committee ●●●
- Patient Experience Committee ●●●
- Patient Education Committee ●●
- Pediatric Primary Care Advisory Group ●
- Pediatric Nurse Staff Council ●
- Staff Safety and Work Place Violence Committee ●
- Throughput Steering Committee ●
- Transplant Advisory Group ●
- Undergraduate Medical Education ●
- Vanderbilt-Ingram Cancer Center Advisory Group ●

## 2021 Work Groups

- COVID-19 Communication and Visitor Policy ●
- Destination Healthcare ●
- Food Vendor Selection ●
- GetWell Planning and Design Session ●●
- The Patient and Family Choice Award ●●●●
- Primary Care Telemedicine ●
- Visitor Management ●
- Technology in Behavioral Health ●
- Patient and Family Resources ●
- Listening sessions with Plain communities (Amish, Mennonite) to improve access and resources ●
- Behavioral Health Volunteer Services ●

## Hospital Acquired Condition Quality Work Groups

- Adverse Drug Events ●
- Catheter-Associated Urinary Tract Infection ●
- Central Line Associated Blood Stream Infection ●
- Peripheral Intravenous Infiltration Extravasation ●
- Pressure Injury Hospital Acquired Condition ●

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



# The Patient and Family Choice Award



The Patient and Family  
**CHOICE AWARD**

*When compassion and excellence bloom.*

## Overview

- This award was created by the Vanderbilt Patient and Family Advisory Councils.
- It will be awarded annually by each hospital's Advisory Council and presented at a Town Hall Assembly.
- We based the award on the values of our Vanderbilt Patient Promise.
- Nominations will be reviewed quarterly by each council and each hospital will select one winner.
- The award differs from our Credo Award because **only patients and their family members** can nominate Vanderbilt staff.

## Our goal for this award

We want to celebrate those who combine job excellence and compassion to deliver a superior experience for patients and families.

## Meaning behind the design

The symbol for the award is a lotus flower. It emerges from murky waters perfectly clean and beautiful as a symbol of purity. The meaning of "lotus" holds power because it can offer hope and strength to people struggling in their daily lives.

## Award eligibility

Any staff member in good standing is eligible for the award. "Good Standing" means they weren't subject to disciplinary action, received a written reprimand, or worked under performance improvement for at least 24 months.

The winner receives:

- an engraved commemorative plaque
- a monetary award
- a Vanderbilt swag bag.

The winner is:

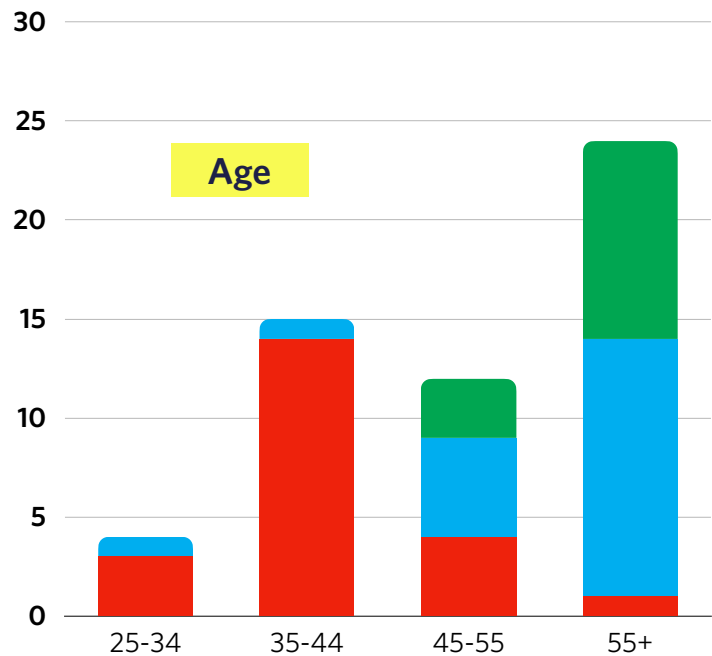
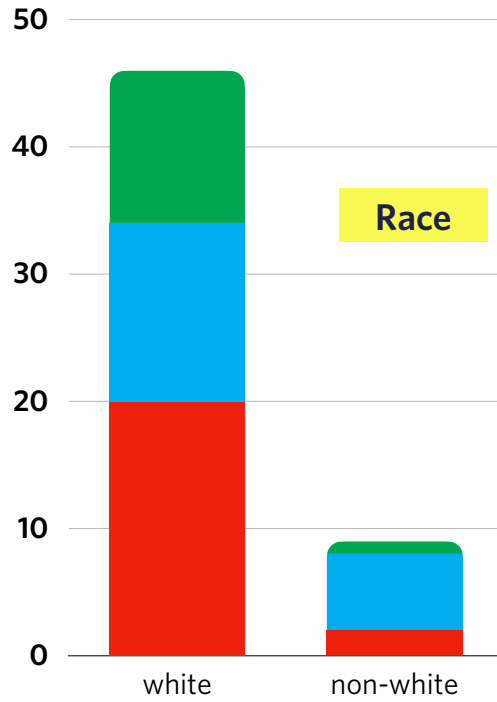
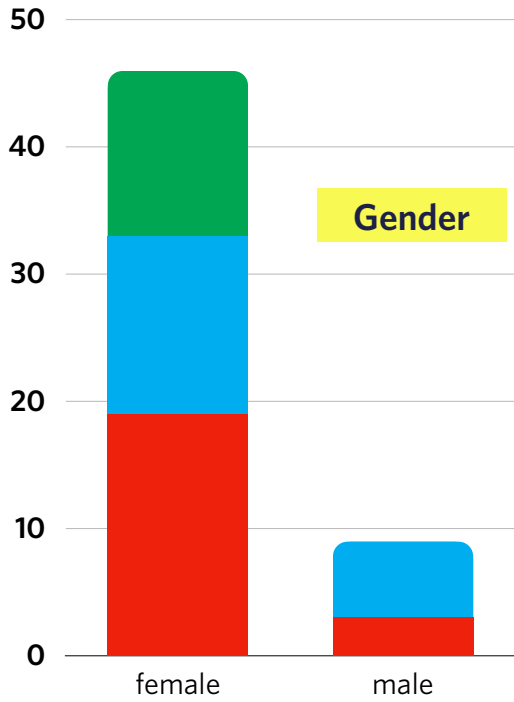
- honored at the Town Hall meeting
- recognized in a permanent art installation
- acknowledged on various media.



Stand-up banner example

# Our Members

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 Vanderbilt patients.



## Monroe Carell Jr. Children's Hospital at Vanderbilt

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Lara Barnhouse  
Alison Bynum  
Jessica Davenport  
Cheryl Fields  
Pam Gaffney  
Josh Graham

Tonya Graham  
Sara Hanai  
Rhonda Kinslow  
Rebecca Martinez  
Allison McCoy  
Jama Mohamed

Chris Roark  
Cristin Roark  
Amy Smith  
**Brittany Swanson, Chair**  
Codosta Thomas  
Susan Waggoner

## Vanderbilt Behavioral Health

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Rosemary DeWilde  
Cecilia Dodd  
Deborah Haynes  
**Flo Lewis, Chair**  
Miranda Nelson

Maggie Samuchin  
Anne Sheridan  
Dana Smith  
Ellen Smith  
Renee Thompson-Gill

Katie Welsh  
Pat Williams  
Kathy Woodard

## Vanderbilt University Hospital

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Allison Bailey  
Rob Blackford  
Pam Bryan  
Joel Buckberg  
Harold Davis  
Dianne Denton  
Suzanne Ezell  
Lynn Ferguson  
Rachelle Franklin

Scott Gale  
Mark Glessner  
Larry Goldberg  
Tracy Harper  
Debi Hoggatt  
Pam James  
Alex Kelso  
Hannah Lee  
Don McSurley

Jason Morgan  
Janice Poma  
Janice Savage  
John Stein  
Tayranette Williams  
Jennifer Windh  
**Barbara Yudiskas, Chair**

## Vanderbilt Wilson County Hospital

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Mindi Brown  
Leigh Brydalski  
Kelley Clemmons

Lisa Cunningham  
Brenda McFarlin  
Pastor Jeff Pratt

Amy Scott  
Tina Williams

## Vanderbilt Bedford Hospital

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Mary Ellen Koonce  
Steven Melton

Miriam Pietkiewicz  
Kay Rose



## **Our Pillars and Purpose**

The 5 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 support mutual partnerships.

## People

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

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

*Page 13*

## 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.*

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

*Page 15*

## 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.**

*Page 17*

## 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.**

*Page 19*

## 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.**

*Page 21*

# PEOPLE

The opportunity to participate and have a voice in conversations concerning patient and family care is life-giving and something I deeply appreciate. It's a privilege to engage with the exceptional people at VBH.

**Deborah Hayes** | *Vanderbilt Behavioral Health*

The council allows me to play a small part in making a positive difference in the lives of patients, families, and staff. It's a privilege to be a member of the council.

**Tracy Harper** | *Vanderbilt University Hospital*



Being on the council allows me to be a voice for the children and families in our community. The council shows me that patient- and family-centered care is truly important to them.

**Codosta Thomas** | *Children's Hospital*

## Design Projects



- Adult Congenital Heart support group
- Adult Congenital Heart TN primary care provider list
- *Young Adults with Cancer* Advisory Group: website and brochure

## Feedback



- When and how to collect sexual orientation/gender identity
- Gave ideas on how to encourage a vaccine-hesitant public to be vaccinated
- End of life and bereavement packet for website

## Events



- Presented to Medical Center Nursing Leadership to enhance councils' visibility
- COVID-19 vaccines for family advisors
- Vanderbilt-Ingram Cancer Center's "Momentum" magazine featured *Young Adults with Cancer* advisors for cover story

## Partnerships



- Hosted reps from Vanderbilt Wilson County Hospital
- Plain Community: streamlined communication
- ● ● Created annual Patient and Family Choice Award
- On-boarded 1 new member/interviewed 5 new people

## Training



- Council members featured in orientation video used for 5590 new staff
- Participated in and shared stories at orientation for 120 new employees
- Trained 900 new employees in FOCUS Orientation
- *Young Adults with Cancer* advisors' video
- Vanderbilt Child Development Practice and Policy Class lecture

## Surveys



- Diverse Recruitment
- Sexual Orientation/Gender Identity (SOGI)

● Advise Vanderbilt

● Behavioral Health

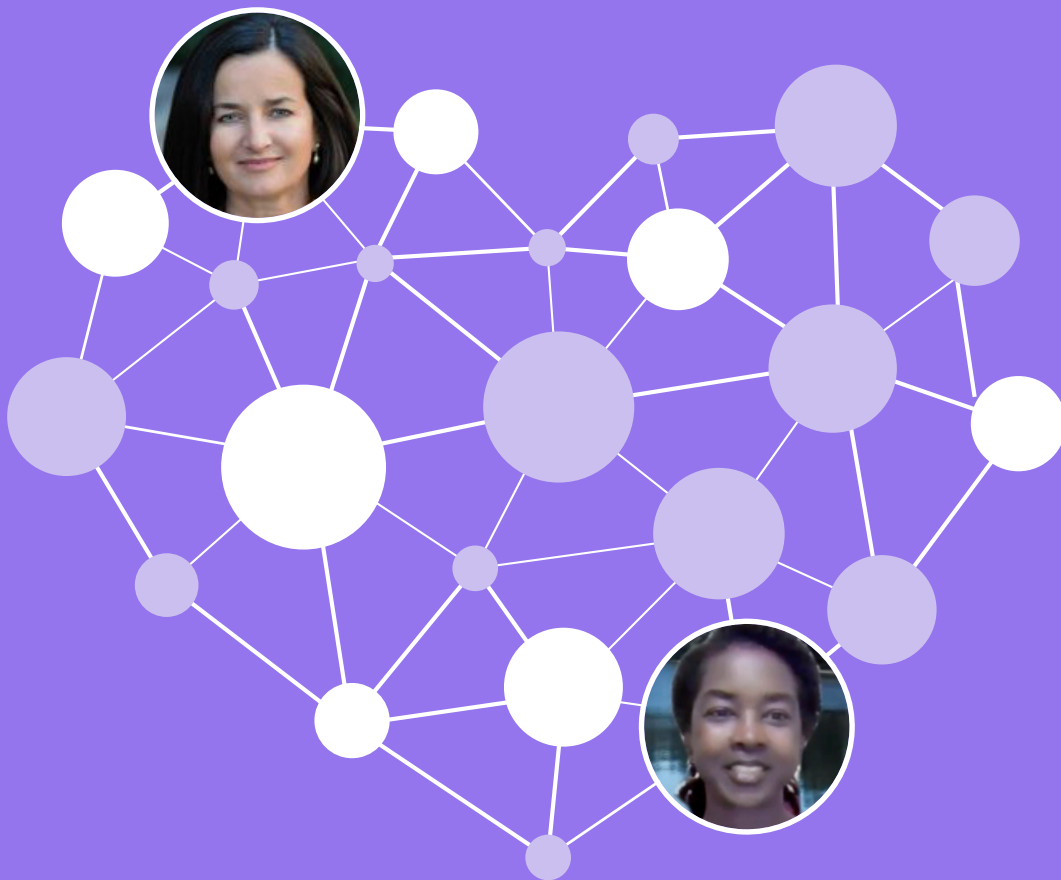
● Children's Hospital

● Vanderbilt University Hospital

# SERVICE

Serving on the council allows me to be a positive influence in an area of health care that is challenged by accessibility, inadequate reimbursement, and social stigma. Having the opportunity to participate in improving patient and family experiences has given purpose to my lived experience.

**Katie Welsh** | *Vanderbilt Behavioral Health*



This is a wonderful opportunity to impact virtually every aspect of patient care. Numerous committees seek our input and hospital executives routinely attend our meetings so there's continuous, direct communication. Our voices matter and it's very gratifying to witness changes made based upon our input.

**Dianne Denton** | *Vanderbilt University Hospital*



## Design Projects



- 2nd annual virtual memorial service—1478 family and friends viewed the service
- Worked with Medical Records to increase ease of access to medical records
- Adult bereavement packet added to website
- Collaborated with Perioperative Services Family Centered Care Committee to improve communications before, during, and after surgery
- Well Health Notification System

## Partnerships



- Offered COVID-19 vaccines to our council members through Volunteer Services

## Volunteering



- 238 volunteer hours
- 280 volunteer hours
- 672 volunteer hours

## Feedback



- Patient Throughput
- Provided feedback regarding our music therapy services in conjunction with the Music Therapy program at Belmont
- Wayfinding
- Provided extensive feedback regarding patient use of technology
- Coordinated Care

## Surveys



- Vanderbilt-Ingram Cancer Center Waiting Room
- VIC Support Services

## Training



- Completed training with Patient Relations team regarding responding to negative feedback and service recovery

## Quality Improvement



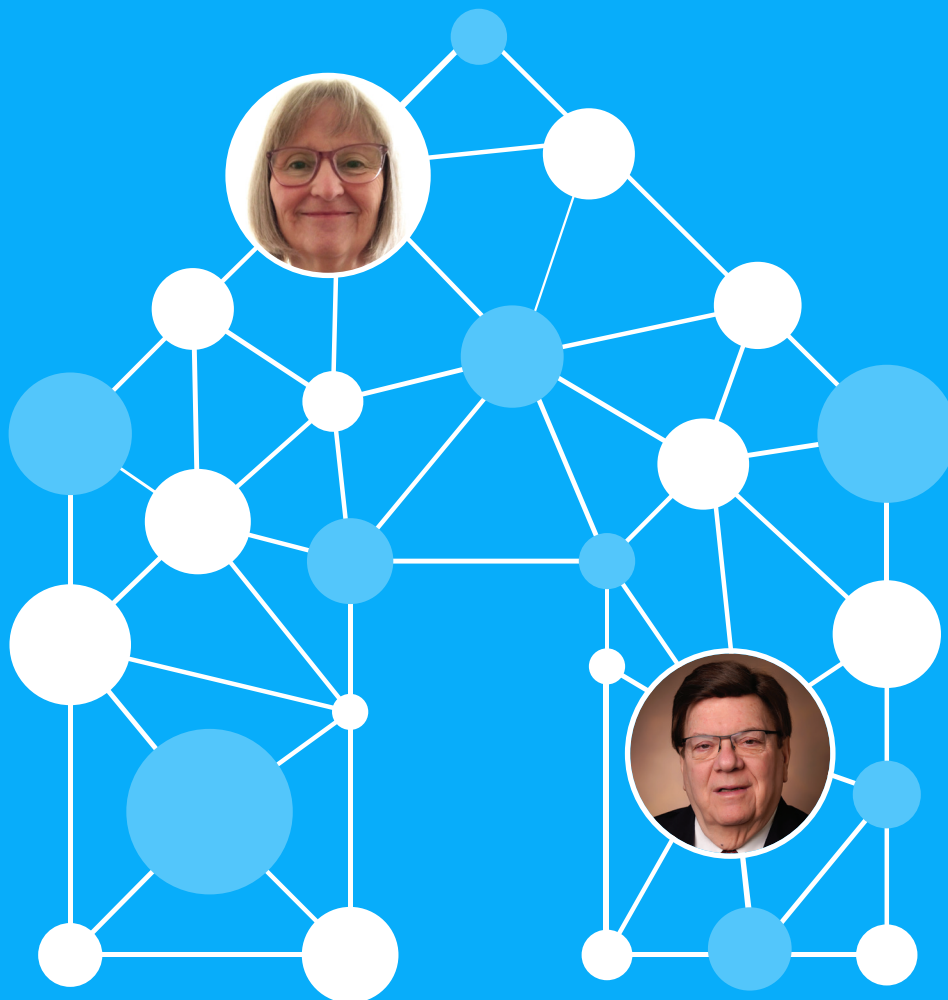
- Representation on Nursing Performance committee

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

# QUALITY

The Council is a great way to be involved with creating practical solutions to issues that may crop up. Hospital leadership works hand in hand with the council to make improvements in the patient experience.

**Janice Savage** | *Vanderbilt University Hospital*



For 20+ years Vanderbilt Health has provided my wife and I outstanding medical care. I wanted to be on the council to offer a modicum of payback. Seeing the results of all of the team's work is very satisfying.

**Larry Goldberg** | *Vanderbilt University Hospital*

## Feedback



- Provided feedback to the Chaplain as he works to redevelop family support groups
- Medical Chaperone Policy
- Provided feedback for our new Behavioral Specialist regarding specialized behavioral intervention plans for designated patients
- Improved After Visit Summary as the result of feedback from a family advisor on the Adverse Drug Event Work Group
- Cures Act/clinical note sharing on My Health at Vanderbilt
- Updated our policy and processes related to patient belongings in our Psychiatric Assessment Service (PAS)
- Family Resource Center resources
- Provided feedback to new VPH Quality consultant and patient safety advisor

## Quality Improvement



- Started revising all patient and family education materials
- Heart Transplant Advisory Group improved the pediatric-to-adult transition process
- Provided feedback for the pilot project for our collaborative care initiative within the primary care setting

## Events



- Local news story on Early Onset Colorectal Cancer included *Young Adults with Cancer* advisors

## Partnerships



- Council member served as peer reviewer for Dept. of Defense Epilepsy Research Program to determine how \$12 million appropriated by Congress would be spent

## Surveys



- Low back pain
- Eskind Library
- My Health at Vanderbilt and Cures Act

## Training



- Patient Relations trained advisors in service recovery and how to manage negative feedback on the hospital or care teams from peers
- *Young Adults with Cancer* advisors shared at events, including Vanderbilt University Medical students and Annual Cancer Research Retreat

## Design Projects



- GetWell planning and design
- In-depth assessment of patient- and family-centered care in our health care system

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# GROWTH + FINANCE

When I first joined the council, I wasn't sure what to expect. It didn't take long for me to realize the positive vision of the council and relish seeing those visions turn into reality for the patients, their families, and friends.

**Dana Smith** | *Vanderbilt Behavioral Health*



I'm on the council because it provides the opportunity for me to impact decisions that help patients, their families, and staff at VUMC. In the past 13 years I've witnessed much progress and I'd like to think our council contributed to that.

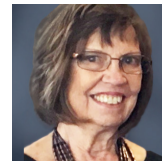


## 2021 Chairs



**Barb Yudiskas** | *Vanderbilt University Hospital*

Representing patients and families on committees and research studies has shown how much our voices are heard and included to help improve the patient experience.



**Flo Lewis** | *Vanderbilt Behavioral Health*

Hearing updates and ideas from staff from all departments of the hospital and sharing opinions and personal experiences as input in finalizing a plan forward is mutually beneficial. It's exciting to follow the progression from idea to implementation and see the results first hand when completed.



**Brittany Swanson** | *Children's Hospital*

I remember why I wanted to be part of the council in the first place—to speak on behalf of the families who may not have a voice, or don't know what to ask for when it comes to the care of their child. We want to bridge the gap between medical providers and parents unable to speak up for the best care.

### Partnerships



- Partnered with Marketing to create a plan for increased visibility and education
- Plain Community: payment rates and Finance Office accommodations to better serve the unique needs of the community.
- In process of updating all materials to be used by potential referral sources

### Training



- Recruited 5 new council members

### Events



- Strategy Share 2021
- Vanderbilt Wilson County Hospital Patient and Family Advisory Council created

### Renovation/Expansion



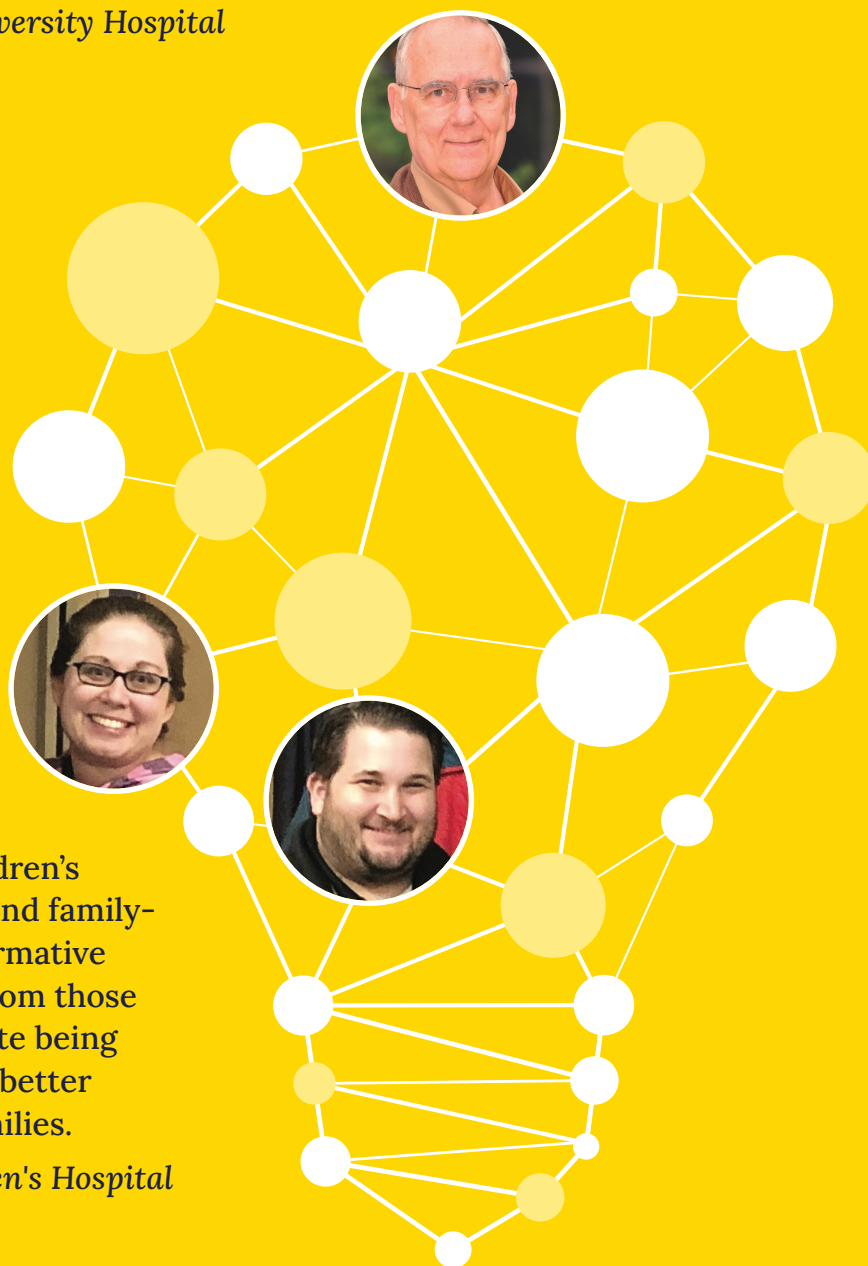
- Wilson County held their first Patient and Family Advisory Council meeting in November with 15 people

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

# INNOVATION

Our input to Vanderbilt leadership ranges from facility expansions to daily operations. We're embedded in many of Vanderbilt's Employee Action Teams and focus on continuous improvement. I've been a council member since the beginning and seen it evolve to meet new challenges and remain relevant to the needs of the best adult hospital in the Southeastern US.

**Don McSurley** | *Vanderbilt University Hospital*



There's no better way for Children's Hospital to focus on patient- and family-centered care than to get informative and insightful contributions from those families involved. We appreciate being part of the exploration to find better processes for patients and families.

**Josh & Tonya Graham** | *Children's Hospital*

## Quality Improvement



- Hosted Dr. Trent Rosenbloom to provide an update on My Health at Vanderbilt and access to records
- Worked with staff to initiate pilot project on designated adult program regarding use of patient cell phones

## Feedback



- FIHR (Fast Healthcare Interoperability Resources) with Patient Education dept.
- Primary Care scheduling through My Health at Vanderbilt
- Provided feedback regarding our new social work fellowship training program
- Provided ongoing feedback regarding our services for COVID-19 positive patients

## Training



- Recruited 5 new advisory council members
- Provided an in-service on the Mental Health Crisis Guide for caregivers and their families

## Partnerships



- Worked with Family Voices of Tennessee to recruit and train families for the Parent-to-Parent network

## Design Projects



- ● ● Created The Patient and Family Choice Award

## Surveys



- Health Plan Innovation

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● Behavioral Health

● Children's Hospital

● Vanderbilt University Hospital



VANDERBILT  UNIVERSITY  
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## Vanderbilt Behavioral Health

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MEDICAL CENTER

## ADVISE VANDERBILT

VANDERBILT  HEALTH

## Vanderbilt Wilson County Hospital

VANDERBILT  HEALTH

## Vanderbilt Bedford Hospital

VANDERBILT  HEALTH

