



2020
Global Impact Report
Patient and Family Advisory Councils



HIGHLIGHTS

Vanderbilt University Medical Center was all set to host the 9th annual International Patient- and Family-Centered Care (IPFCC) Conference and then the pandemic hit. Instead of canceling the event like most had to do, the conference was moved to a virtual platform in record time. It was a great success! ▶ Page 9

Two additional advisory groups joined our cabinet in 2020: Vanderbilt-Ingram Cancer Center and Congenital Heart ▶ Page 5

CONTENTS

Leadership	2
Our history	3
Advisory Council structure.....	5
Committees, councils, & work groups	6
Our people.....	7
2020 Conference.....	9

Our pillars and purpose.....	11
Pillar: People.....	13
Pillar: Service.....	15
Pillar: Quality	17
Pillar: Growth and Finance.....	19
Pillar: Innovation	21



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

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.

MONROE CARELL JR. CHILDREN'S HOSPITAL AT VANDERBILT



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



Rebecca Martinez, 2020 Chair

VANDERBILT BEHAVIORAL HEALTH



Rhonda Ashley-Dixon, MA
Vice President,
Strategic Partnerships & Engagement



Flo Lewis, 2020 Chair

VANDERBILT UNIVERSITY HOSPITAL



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



Suzanne Ezell, 2020 Chair



Our history

MONROE CARELL JR. CHILDREN'S HOSPITAL AT VANDERBILT (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.
- 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

VANDERBILT BEHAVIORAL HEALTH (2012)

- Members: 12 patients 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 inpatient services, outpatient services, and partial hospitalization programs
- Acts as a resource to behavioral health councils across the country

VANDERBILT UNIVERSITY ADULT HOSPITAL (2007)

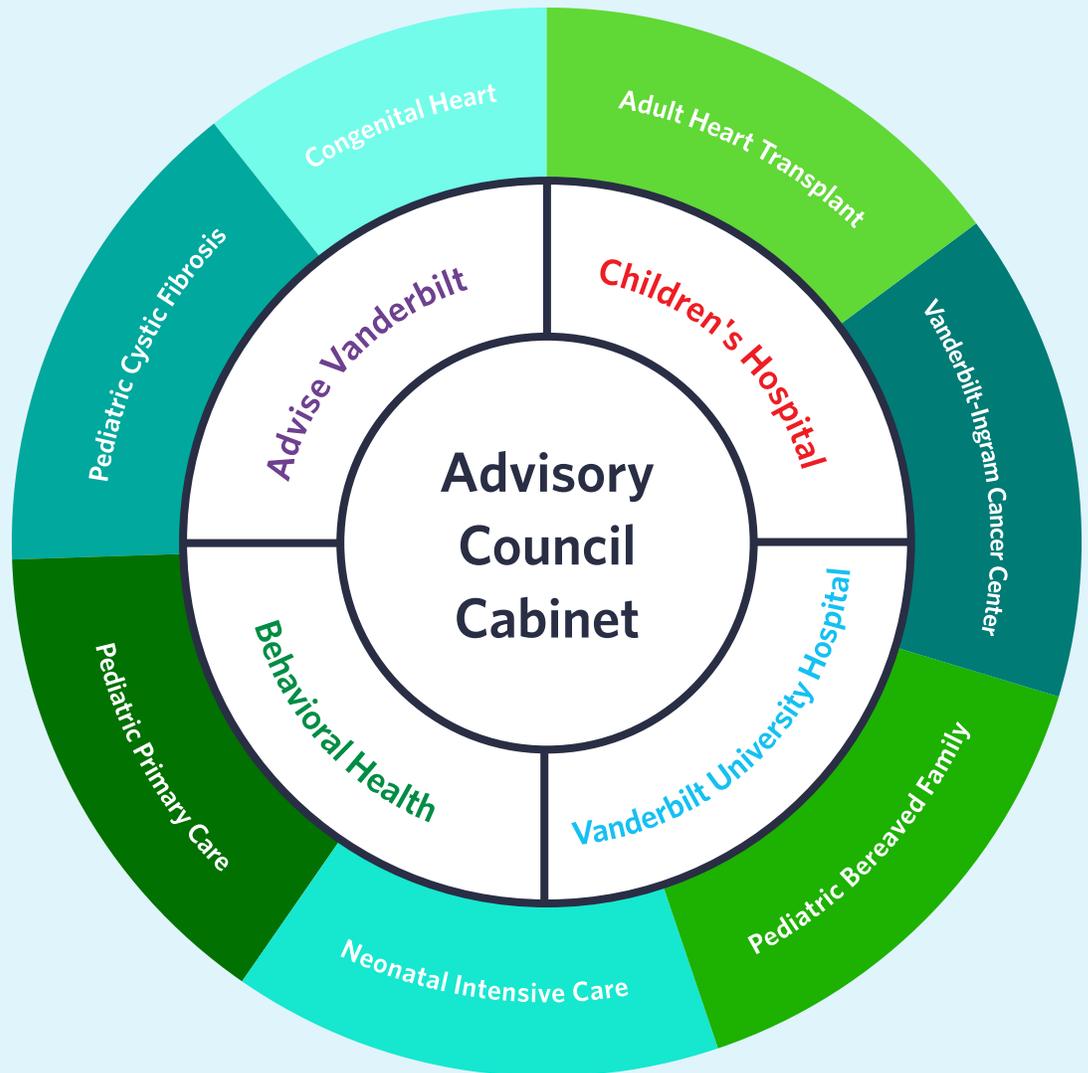
- Members: 23 patients and their family members who receive health care at Vanderbilt University Hospital or clinics
- Meets monthly
- 12 patients and family members, nominated by their nurses and physicians, were invited to participate
- In addition to the council, there is a Heart Transplant Clinical Advisory Group
- Value of council recognized by leaders, managers, researchers, faculty, and staff members
- Intelligent, thoughtful, well-informed, candid individuals eager to collaborate to improve Vanderbilt's quality and service
- Acts as advisors and participants with institution planners

ADVISE VANDERBILT (2015)

- Members: 5,000 patients who receive care at Vanderbilt University Medical Center
- 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

Advisory Council Structure

Our advisory cabinet is comprised of our chairs (past, present, and elect) from all three councils, Advise Vanderbilt, and 7 advisory groups.



DR. MEG RUSH, PRESIDENT
CHILDREN'S HOSPITAL

"I'm so very appreciative of our Family Advisory Council. As we roll out both small and large initiatives, we rely on the input from this group to guide our planning from the perspective of children and families. **As we seek continued improvement in safety and quality, their insight and suggestions provide important information.** What's most special to me to experience as I work with this wonderful group is their heartfelt connection to all that we do across the Children's enterprise. I'm so grateful to have them as true team members."

Committees, councils & work groups

COMMITTEES & COUNCILS

- Age-Friendly Initiative Committee ●
- Bereaved Family Advisory Group ●
- Bereavement Committee ●●
- Cancer Patient Safety Learning Laboratory (CaPSLL) Research Steering Committee ●
- Clinical Pastoral Education Professional Advisory Group ●
- Cystic Fibrosis Advisory Group ●
- Defining Personalized Care Committee ●
- End of Life Steering Committee ●
- Executive Diversity Council ●
- Medication Use Safety Improvement Committee (MUSIC) ●
- Neonatal Intensive Care Advisory Group ●
- Nursing Awards Committee ●●
- Nursing Quality Committee ●●
- Patient Engagement Steering Committee ●●●
- Patient Experience Committee ●●
- Patient Portal ●●
- Patient Reported Outcomes Measurement Research Committee ●
- Pediatric Emergency Dept. Patient Experience Committee ●
- Pediatric Patient Education Oversight Committee ●
- Pediatric Primary Care Advisory Group ●
- Pediatric Staff Nurse Council ●
- Strategy Share 2020 Planning Committee ●
- Transplant Advisory Group ●
- Undergraduate Medical Education Committee (UMEC) ●
- Vanderbilt-Ingram Cancer Center Advisory Group ●

WORK GROUPS

- Behavioral Health Outreach Materials ●
- Behavioral Health Volunteer Services ●
- Council Award ●●●
- COVID-19 Communication and Visitor Policy ●
- GetWell Planning and Design Session ●
- Support/Education Groups ●

HOSPITAL ACQUIRED CONDITION QUALITY WORK GROUPS

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



TRACY HARPER, COUNCIL MEMBER
VANDERBILT UNIVERSITY HOSPITAL

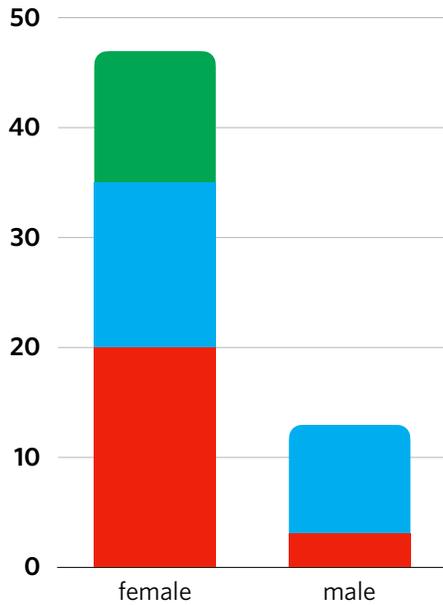
"One of my personal goals is to be a voice for the voiceless. Serving on the council affords me an opportunity to achieve that goal. Equity and access are important to me, and this board strives to ensure that everything that the medical center does is inclusive and accessible for all."

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

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.

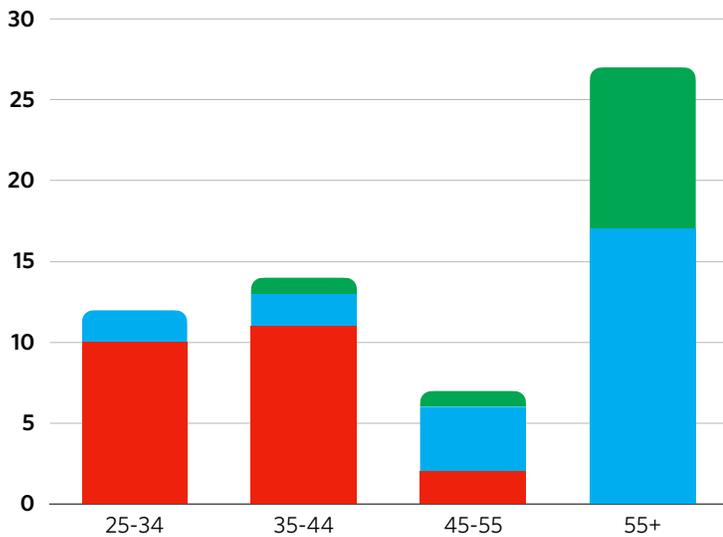
GENDER



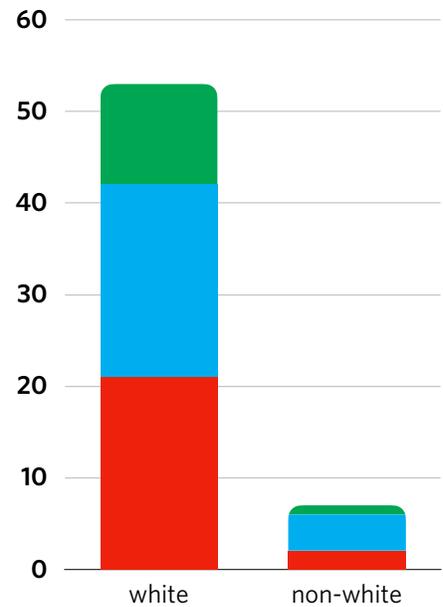
REBECCA MARTINEZ, COUNCIL CHAIR
CHILDREN'S HOSPITAL

"Being part of the council allows me to engage in meaningful work where benefiting children and families is the highest priority."

AGE



RACE



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

MONROE CARELL JR. CHILDREN'S HOSPITAL AT VANDERBILT

Lara Barnhouse	Tonya Graham	Chris Roark
Alison Bynum	Sara Hanai	Cristin Roark
Jessica Davenport	Rhonda Kinslow	Amy Smith
Cheryl Fields	Rebecca Martinez, Chair	Brittany Swanson
Pam Gaffney	Allison McCoy	Codosta Thomas
Josh Graham	Jama Mohamed	Susan Waggoner

VANDERBILT BEHAVIORAL HEALTH

Rosemary DeWilde	Maggie Samuchin	Renee Thompson-Gill
Cecilia Dodd	Anne Sheridan	Katie Welsh
Flo Lewis, Chair	Dana Smith	Pat Williams
Miranda Nelson	Ellen Smith	Kathy Woodard

VANDERBILT UNIVERSITY HOSPITAL

Allison Bailey	Scott Gale	Jason Morgan
Rob Blackford	Mark Glessner	Janice Poma
Pam Bryan	Larry Goldberg	Janice Savage
Joel Buckberg	Tracy Harper	John Stein
Harold Davis	Debi Hoggatt	Tayranette Williams
Dianne Denton	Pam James	Jennifer Windh
Suzanne Ezell, Chair	Alex Kelso	Barbara Yudiskas
Lynn Ferguson	Hannah Lee	
Rachelle Franklin	Don McSurley	



BRAZIL



CANADA



FIJI



IRAN



JAPAN



JORDAN



MEXICO



NETHERLANDS



PORTUGAL



ROMANIA



S. AFRICA



S. KOREA



SPAIN



UKRAINE



U.S.A



URUGUAY

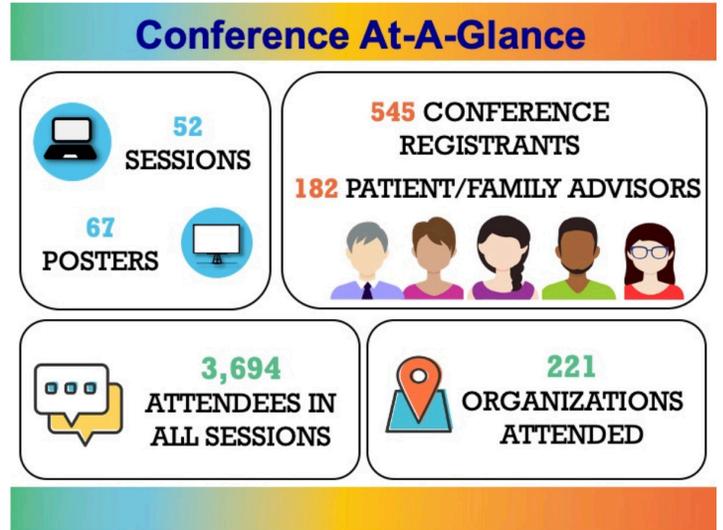
2020 International Patient- and Family-Centered Care (IPFCC) Conference

Partnerships for Quality, Safety, and Equity

August 18 – September 10, 2020 | Hosted by Vanderbilt University Medical Center

The 9th annual conference addressed disparities in health and health care, and collaboration among health care professionals, patients, and families. Presenters shared innovations at direct care, organizational, community, regional, and national levels. Educational sessions were co-presented by health care professionals, patients, and families.

VUMC provided leadership support and guidance for all aspects of conference program planning and internal marketing. Beaumont Health provided partnership support. Enthusiastic attendees joined us from 38 U.S. states and 16 countries!



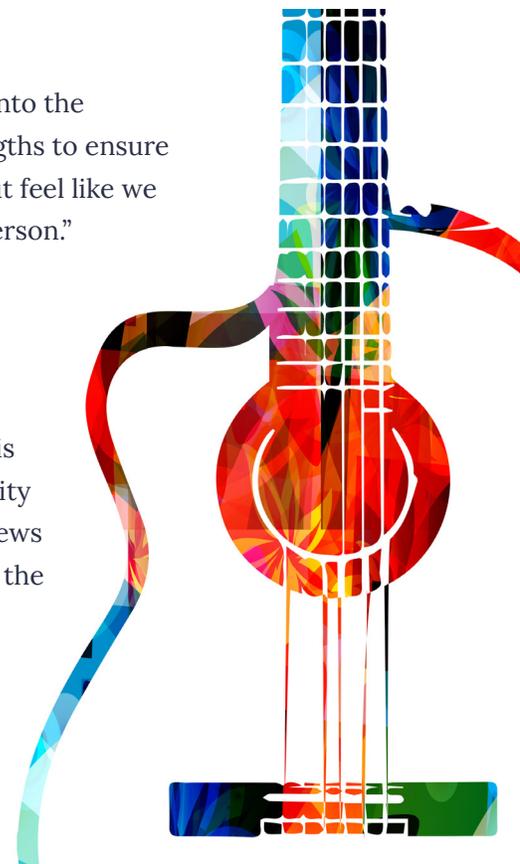
COMMENTS FROM ATTENDEES

"It was abundantly clear that a great deal of thought and effort went into the creation of the virtual conference and all involved... went to great lengths to ensure that we, as participants, could not only take part in the conference but feel like we were a part of the conference, even though we couldn't be there in person."

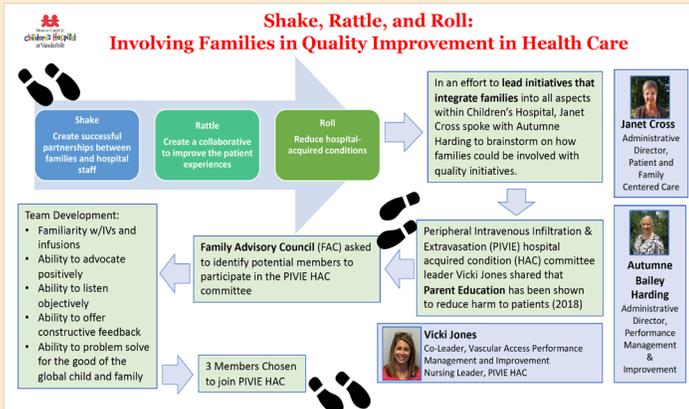
"The value of the conference is a 10+. The expertise and coordination to present the conference online was flawless. The content of the presentations are so relevant and the deliveries are engaging."

"Provided great insight into benefits of care by the medical field that is centered around the family and caregivers. What a valuable opportunity for the medical community to be open to listening to the ideas and views of patients and caregivers. What a gift to patients and caregivers that the medical community readily welcomes feedback and suggestions."

"Thanks for all the work you did to continue the tradition of putting on a top quality conference in this new virtual world!"

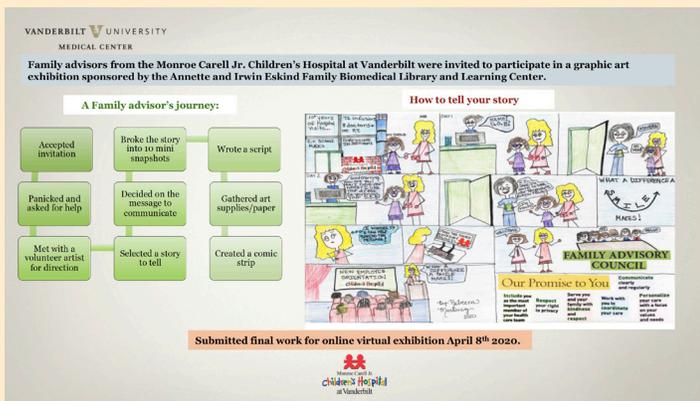


POSTERS



SHAKE, RATTLE, AND ROLL: INVOLVING FAMILIES IN QUALITY IMPROVEMENT IN HEALTH CARE

- Lara Barnhouse, Past chair ●
- Janet Cross, MEd, CCLS, CPXP, Administrative Dir., Patient- and Family-Centered Care ●
- Autumnne Harding, APRN, MSN, PCNS-BC, CPPS Administrative Dir., Quality and Safety
- Vicky Jones, RN, MSN, NE-BC, Administrative Dir., Inpatient Nursing Services



HOW DO YOU SHARE YOUR STORY? GRAPHIC MEDICINE: THE INTERSECTION OF ART AND HEALTH CARE

- Lara Barnhouse, Past chair ●
- Tamala Bradham, PhD, DHA, Past chair ●
- Rebecca Martinez, Chair ●
- Philip Walker, MLIS, MS, Director, Annette and Irwin Eskind Family Biomedical Library and Learning Center

PRESENTATIONS

INSTITUTIONAL AND COMMUNITY PARTNERSHIP MODEL FOR INTEGRATION AND MAINTENANCE OF A P2P PROGRAM

- Kara Adams, Council member, Director for Family Voices of Tennessee ●
- Sara Hanai, MSPT, Council member Senior Patient Experience Consultant, VUMC ●

THE ROLE OF THE PATIENT AND FAMILY ADVISORY COUNCIL IN BEHAVIORAL HEALTH

- Rhonda Ashley-Dixon, MA, Vice President, Strategic Partnerships & Engagement ●
- Avni Cirpili, DNP, RN, NEA-BC, Chief Nursing Officer, Vanderbilt Psychiatric Hospital/Vanderbilt Behavioral Health ●
- Kathy Woodard, BS, Past chair, Council member ●

THE FACES OF A FAMILY ADVISORY COUNCIL: IT'S NOT JUST FILLING BUCKETS

- Sara Hanai, MSPT, Council member, Senior Patient Experience Consultant, VUMC ●
- Rhonda Kinslow, JD, Council member ●
- Jama Mohamed, BA, Council member, Youth Program Coordinator for Family Voices of Tennessee ●
- Susan Waggoner, BA, Council member, Youth Program Coordinator for Family Voices of Tennessee ●

- Behavioral Health
- Children's Hospital

Our pillars and 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.

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 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.

People



TAYRANETTE WILLIAMS, COUNCIL MEMBER

VANDERBILT UNIVERSITY HOSPITAL

"Being a member of the council means an opportunity to serve those in our community. I've watched Vanderbilt's network expand across county lines reaching those living in my military community. Our connectivity facilitates unlimited access across the state and across state lines."



DANA SMITH, COUNCIL MEMBER

VANDERBILT BEHAVIORAL HEALTH

"When I first joined, I wasn't sure what to expect. It didn't take long for me to realize the positive vision of the council and see that vision turn into reality for the patients, their families, and friends. It's been an honor to be a part of a group comprised of caring individuals and Vanderbilt leaders all working together to help others."





FEEDBACK

- Revised pediatric menu to include healthy choices
- Provided feedback on the Mental Health Specialist role converting to a Behavioral Health Specialist role
- Provided feedback on existing outreach materials



QUALITY IMPROVEMENT

- "Surgery Passport" for Autism spectrum patients
- Primary Care Advisory Group newsletter
- End of life resource for families



WORK GROUPS & COMMITTEES

- Heart Transplant Advisory Group published first newsletter
- Provided mental health in the pandemic discussion during combined councils meeting (May)



TRAINING

- 556 new Children's Hospital employees
- 5929 new VUMC employees
- 110 new Behavioral Health employees



PARTNERSHIPS

- Marketing: COVID-19 videos
- Hosted representatives from Vanderbilt Wilson County Hospital
- Provided feedback to Dr. Rosenbloom about Access to Patient Information



EVENTS

- Beryl Institute Conference presenters
- IPFCC conference presenters



RENOVATION/EXPANSION

- COVID-19 screening signage

Service



ANNE SHERIDAN, COUNCIL MEMBER
VANDERBILT BEHAVIORAL HEALTH

"The invitation to work with members of the council arrived at a perfect moment for me. After a difficult path to find a way of life for our loved one, I'm grateful to contribute and experience the council's quest for excellence. When I hear thoughtful and intelligent suggestions from compassionate council members, my sense of hope for the future is renewed."



ALISON BYNUM, COUNCIL MEMBER
CHILDREN'S HOSPITAL

"Serving on the council shows me through data and relationships with hospital leaders, providers, and staff that my children receive high quality care at Children's Hospital. And I feel heard when I have a concern. I appreciate the mindset that, while we are already doing a great job, we can always make it better. The Patient & Family perspective is valued in this place."





QUALITY IMPROVEMENT

- ● ● End of life educational resources for nursing staff to bolster their ability to care for patients



WORK GROUPS & COMMITTEES

- Heart Transplant Advisory Group published first newsletter
- Outreach materials update



TRAINING

- Trained Meharry Medical students through family faculty program
- Volunteer Services Trainings for council members to participate in targeted activities within the hospital



VOLUNTEERING

- 759 Children's Hospital volunteer hours
- 236 Behavioral Health volunteer hours
- 695 VUMC volunteer hours



PARTNERSHIPS

- Partnered with Family Voices to recruit and train families for Parent 2 Parent (P2P) Network
- Hosted reps from MHA Mid-South to discuss community resources



FEEDBACK

- Telehealth COVID-19 survey
- Feedback on prescription information in E-Star demo
- Feedback on technology use on the inpatient units
- Spiritual support survey (input and suggestions)

Quality



SUSAN WAGGONER, COUNCIL MEMBER

CHILDREN'S HOSPITAL

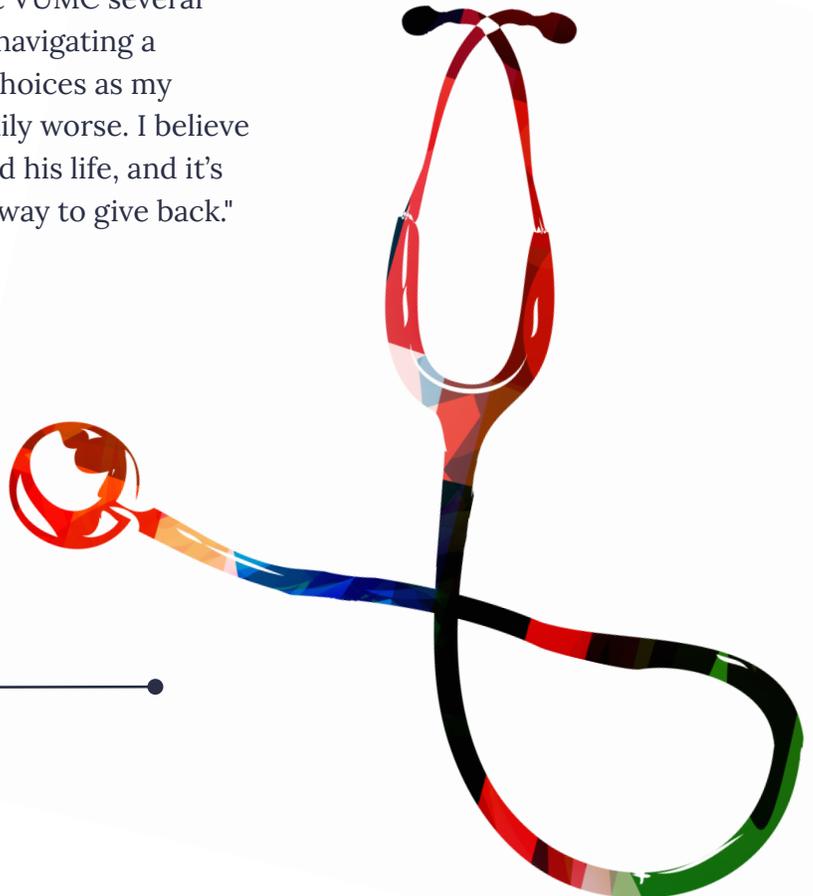
"It's an honor and privilege to be a member of the Children's Hospital Council. Representing patients and families at council meetings, work groups, and even an international conference is a remarkable accomplishment, especially during a world pandemic. Patient and family-centered care continues to be a priority and the Council is that voice."



DEBI HOGGATT, COUNCIL MEMBER

VANDERBILT UNIVERSITY HOSPITAL

"When we arrived at VUMC several years ago, we were navigating a confusing maze of choices as my husband grew steadily worse. I believe that the VUMC saved his life, and it's gratifying to have a way to give back."





QUALITY IMPROVEMENT

- Participated in developing undergraduate Medical Education Curriculum
- Participated in the development of the patient goal setting process
- Revised Home Medicine Policy (provided to parents before surgery)
- Developed EMU visit preparation tools related to home medications
- Provided input as the Co-Occurring Disorders Intensive Outpatient Program was launched
- Central Line Associated Blood Stream Infection (CLABSI) prevention tool
- Provided input on overall patient experience metrics
- Catheter-Associated Urinary Tract Infection (CAUTI) prevention tool



DESIGN PROJECTS

- Updated TLC (Touch, Look, Compare) poster to prevent PIVIES (Peripheral Intravenous Infiltration Extravasation)
- Vanderbilt University Hospital Age Friendly Initiative
- Created TLC (Touch, Look, Compare) business card for parents



FEEDBACK

- Cares Act (Interoperability and recommendation to upload pictures on My Health at Vanderbilt)
- COVID-19 Vaccination input survey
- Bed management related to clinical issues, medical issues, aggressive or disruptive behaviors, and transgender patients.
- COVID-19 post activity survey (critical insights)
- Vanderbilt Health Affiliated Network Care Paths: Osteoarthritis (Knee & Hip) feedback
- Vanderbilt Health Affiliated Network Care Paths: Weight Management



WORK GROUPS & COMMITTEES

- Strategy and development for pressure injury prevention related to equipment



PARTNERSHIPS

- Collaborated with health care team on patient-centered medical homes

Growth & Finance



ROSEMARY DEWILDE, COUNCIL MEMBER

VANDERBILT BEHAVIORAL HEALTH

"I'm proud to serve on the council. The work we do helps patients and families who have been impacted by mental health issues. It benefits all of us as we work to help others learn from our experiences. I appreciate that Vanderbilt uses our input and suggestions to bring about positive changes for patients and their families."



LYNN FERGUSON, COUNCIL MEMBER

VANDERBILT UNIVERSITY HOSPITAL

"My participation on the council is important because it allows me to partner with Vanderbilt leadership to give insights about the medical center's strengths and areas where changes may be needed to help patients be active partners in our care."





EVENTS

- ● 6 family advisors in VUMC 2020 Strategy Share



PARTNERSHIPS

- ● Listening session with Plain Community (Amish and Mennonite) to identify barriers for their culture in consuming health care



RENOVATION/EXPANSION

- New units and restacking plan for Medical Center East
- Provided feedback for the renovation of the Vanderbilt Behavioral Health kitchen



DESIGN PROJECTS

- Collaborated with Meds to Beds initiative (GetWell Network)



QUALITY IMPROVEMENT

- ● ● Converted all in-person council meetings to a virtual platform due to COVID-19
- Provided feedback as Vanderbilt Psychiatric Hospital launched its new Wellness Services



WORK GROUPS & COMMITTEES

- New Heart Transplant Advisory Group
- New Vanderbilt-Ingram Cancer Center Advisory Group

Innovation



BRITTANY SWANSON, COUNCIL MEMBER
CHILDREN'S HOSPITAL

"Serving on the council enables me to advocate not only for my son, but for families like ours who deserve a voice when it comes to their care. While serving on the council, I'm apprised of the promises Vanderbilt makes to the families it serves. In turn, I'm being asked to hold them to those promises. It's a privilege to play a role in improving the care received by thousands of families."



DON MCSURLEY, COUNCIL MEMBER
VANDERBILT UNIVERSITY HOSPITAL

"Open and honest dialog between VUMC leadership and the council has proven time and again that Vanderbilt not only listens, it acts. The end result is a more patient-centered organization that strives daily to bring the very best care to its patients. I'm proud to be a Council member."





DESIGN PROJECTS

- Virtual memorial service
- Developed 2 grief videos: "Getting Through the Holidays" and "How Spouses Grieve Differently"
- Virtual Time for Remembering bereavement ceremony
- New Patient Promise video



FEEDBACK

- Feedback for My Health at Vanderbilt: support of management and Telehealth during COVID-19
- Provided feedback for launch of internal Vanderbilt Psychiatric Hospital Covid unit
- Provided feedback for the development of a Behavioral Health Call Center



WORK GROUPS & COMMITTEES

- Cancer Patient Safety Learning Laboratory (CaPSLL) Research Steering Committee



PARTNERSHIPS

- Institute for Patient- and Family-Centered Care virtual conference (page 9-10)



VOLUNTEERING

- Assisted in the development of a Behavioral Health-specific Volunteer Orientation Manual



TRAINING

- Institute for Patient- and Family-Centered Care conference (page 9-10)



QUALITY IMPROVEMENT

- Hosted Pharmacy liaison for updated Meds to Beds program



VANDERBILT  UNIVERSITY
MEDICAL CENTER

**Vanderbilt
Behavioral Health**

VANDERBILT  UNIVERSITY
MEDICAL CENTER

ADVISE VANDERBILT

VANDERBILT  HEALTH