

**2023 Impact Report** | Patient and Family Advisory Councils and Advisory Groups

**A RECIPE FOR SUCCESS**





## 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



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



**Rhonda Scott Kinslow**  
2023 Chair

### Vanderbilt Behavioral Health



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



**Katie Welsh**  
2023 Chair

### Vanderbilt University Hospital



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



**Janice Savage**  
2023 Chair

### Vanderbilt Wilson County Hospital



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



**Lisa Cunningham**  
2023 Chair

### Vanderbilt Bedford Hospital



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



**Eric Hartley**  
Director of Risk Management

### Vanderbilt Tullahoma-Harton Hospital

## TABLE OF CONTENTS

|   |   |                               |    |
|---|---|-------------------------------|----|
| Leadership .....                          | 1 | Our Pillars and Purpose ..... | 11 |
| Our History .....                         | 3 | People .....                  | 13 |
| Advisory Council Cabinet .....            | 5 | Service .....                 | 15 |
| Committees, Councils, Work Groups .....   | 7 | Quality .....                 | 17 |
| The Patient and Family Choice Award ..... | 8 | Growth + Finance .....        | 19 |
| Our Members .....                         | 9 | Innovation .....              | 21 |



**ANNE SHERIDAN**

*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.*



## OUR HISTORY



- Established in 1995
- Members: 30 parents and guardians whose children receive health care and treatment at Monroe Carell Jr. Children's Hospital at Vanderbilt and clinics
- Meets monthly
- One of the longest-running patient and family advisory councils in the U.S.
- 5 clinical advisory groups: Neonatal Intensive Care Unit, Cystic Fibrosis, Primary Care, Complex Care
- Energetic and engaged participation on hospital committees and work groups
- Active participation and problem-solving with Hospital Acquired Condition Quality Work Groups

### VANDERBILT UNIVERSITY MEDICAL CENTER

- Established in 2007
- Members: 25 patients and their family members who receive health care at Vanderbilt University Hospitals or clinics
- Meets monthly
- In addition to the council, there's a Heart Transplant Clinical Advisory Group, Adult Lung Transplant, Spanish Advisory Group, Metro Nashville Public Schools Advisory Group, and Vanderbilt Ingram Cancer Center Advisory Group
- Leaders, managers, researchers, faculty and staff members recognize council's value.
- Intelligent, thoughtful, well-informed, candid individuals eager to collaborate to improve Vanderbilt's quality and service
- Advisors and participants work with institution planners

### VANDERBILT HEALTH

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

- Online advisory council established in 2015 because not all patients and family members could come to a monthly meeting on campus
- Spanish-speaking community created January 2022
- Members: 8,084 patients and families (including 80 Spanish-speaking advisors)
- Reaches a broad demographic of patients who come to us for treatment
- Participated in over 10 surveys in 2023
- Survey response rate consistently exceeds national average, around 20%
- Large percentage of advisors are willing to come to 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

### Vanderbilt Tullahoma-Harton Hospital

VANDERBILT HEALTH

- Established 2022
- Actively recruiting members



Dr. Wright Pinson, MD, MBA provides annual update to the advisors.



## VANDERBILT HEALTH'S ADVISORY NETWORK



Our Advisory Council Cabinet comprises our chairs (past, present, and elect) from all six councils, Advise Vanderbilt, and seven advisory groups.

## ADVISORY WORK GROUP UPDATES

### Heart Transplant

- Identified the need for a dual organ collaboration.
- Current goals include: patient education, communication between teams, delineating which team is managing specific issues, lab consolidation, scheduling, updating our official policy dual organ policy document, and proposing a specific dual organ staff member (nurse, pcpc).

### Spanish Advisory Group

- We have 20 members.
- Participated in the May Summit
- Provided input for the use of MHAV and Care Companion for pregnancy
- Provided feedback for new MHAV Spanish rack cards and distribution

### Vanderbilt-Ingram Cancer Center Advisory Group and e-Advisory Group

- Patient Care Navigators now sending out links with each introductory message via MHAV including the Patient and Family Support Services booklet, New Patient Handbook, link to resources, etc. Links also are included with all new appointment text reminders.
- Held a "listening session" with Advisors and leadership team of Vanderbilt Breast Center that focused on the specific patient experiences there.
- Starting to create New Patient Handbook specifically for Vanderbilt Breast Center
- Created new volunteer position to greet all new patients at Registration.

- VICC Young Adult Cancer Program cards created with QR code making it easier for signing up as a new patient.
- Two new digital boards installed to help patients know they are in the right location. (TVC1 and in Registration/lab waiting)
- Increased and intentional use of texting patients directly with appointment updates
- Increased awareness of support services and resources available:
  - Financial assistance card created and printed to be distributed at each PSS desk with information and contacts to all VICC financial counselors.
  - Created posters and fliers to better advertise Patient and Family Resource Center. Strategically placed in areas based on feedback.
  - Partnered with VICC Community Advisory Board to create a large 'repository' of vetted community and national resources.
  - Installed new behind-the-door resource 'ads' for all rooms in TVC1 and also Vanderbilt Breast Center. Cleaned up outdated materials.
  - Two general 'ads' specifically for Patient and Family Resource Center in the Community Outreach and Engagement Newsletter
  - Provided patient education materials and resources in collaboration with on-site nurse 'champions' at each 12 regional sites.
  - Additional content added to VICC Patient and Family Support Programs booklets including extended local community support organizations.
- American Cancer Society – Attended Cancer Action Day on the Hill
- Volunteering at events – Clip in For the Cure, Team Vanderbilt walks (ie PanCAN, Gilda's)
- Panelists for Cancer Survivorship and Awareness Programs
- Represented VICC at the VUMC Patient and Family Summit and Caring for the Caregiver committee.

- Participated in various photo shoots - Dept of Medicine website, new patient handbook, Momentum, etc.
- Committee members - Patient Experience, Barriers to Care, Bereavement Work Group
- Donors – provided snacks and drinks for patients, Panera/Subway cards, gas cards, Uber gift cards, books and beautiful flowers!
- Editing patient education and support materials
- Provided peer support to others

### Metro Nashville Public Schools Patient Advisory Group

- Wayne Birch, Chair
- Advisor end of school celebration, June 2023
- Created Teams channel for advisors to enhance communication and engagement in between meetings.
- Director of Spiritual Care department presented the newly created Vanderbilt Total Health chaplain services.
- Partnered with Business Engagement Strategies to give feedback about MyHealth Bundles.
- Business Engagement Strategies is working to develop a patient facing website promoting Metro Nashville Public School's employees benefits at VUMC. Two advisors volunteered to collaborate with the team to provide feedback on users' interaction and experience of benefits website.
- Online scheduling for primary care visits at Metro Nashville Public School clinics rollout. First action to implementation of online scheduling was pilot project at select clinics and providers. Advisors provided suggestions on best ways to communicate pilot to patients impacted by pilot project.



## 2023 PARTICIPATION IN COMMITTEES, COUNCILS AND WORKGROUPS

### 2023 Committees and Councils

- Patient and Family Advisory Council Cabinet ●●●●●●●●
- Get Well Oversight Committee ●
- Pediatric Education Oversight Committee ●
- Patient Experience Committee ●●
- Undergraduate Medical Education Oversight Committee ●
- Bereavement Committee ●●
- Nursing Quality Committee ●●
- Staff Safety and Workplace Violence Committee ●
- Throughput Committee ●
- NICU Clinical Advisory Group ●
- CF Clinical Advisory Group ●
- Primary Care Clinical Advisory Group ●
- Complex Care Clinical Advisory Group ●●
- Spina Bifida Clinical Advisory Group ●
- Patient and Family Engagement Steering Committee ●●●●●●●●
- Clinical Pastoral Education Professional Advisory Group (PAG) ●●
- Emergency Department Patient Experience Committee ●
- Ethics Committee ●
- Nursing Performance Improvement Committee ●
- Patient Education Committee ●

### 2023 Work Groups

- Wayfinding Project Work Group ●●
- Care for the Caregiver Work Group ●●●●●●●●
- Patient and Family Choice Award Work Group ●●●●●●
- Antibiotic Stewardship Work Group ●
- Nursing Award Selection Work Group ●
- Peripheral Intravenous Infiltration Extravasation Work Group ●
- Central Line Associated Bloodstream Infection Work Group ●
- Catheter Associated Urinary Tract Infection Work Group ●
- Adverse Drug Event Work Group ●
- Pressure Injury Prevention Work Group ●
- VBH Patient and Family Resources Work Group ●●
- VBH Technology Work Group ●
- VBH Volunteer Services Work Group ●
- Rural Health Care Delivery Project ●
- Mental Health Resources Collaborative ●



● Monroe Carell Jr. Children's Hospital at Vanderbilt ● Vanderbilt University Hospital ● Vanderbilt Wilson County Hospital  
 ● Vanderbilt Behavioral Health ● Vanderbilt Tullahoma-Harton Hospital ● Vanderbilt Bedford Co. Hospital ● Advise Vanderbilt

## THE PATIENT AND FAMILY CHOICE AWARD 2023



**Monroe Carell Jr. Children's Hospital at Vanderbilt - Bill Moore, Care Partner**

"I have never seen anyone respond so well to my child's behavior. Where so many hesitated and stepped back, he stepped forward. He did ALL of this with smiles and respect...He was really great at listening to what I had to say and asking the right questions in the right moment that helped him help my child. This man is a genuine treasure, and I wish I could've put him in my pocket and brought him home with me."



**Behavioral Health - Brenda Campbell, Behavioral Health Specialist**

"She took care of my needs; she helped me get things ready for a shower. She treated me with a smile and went out of her way to help me work the phone so that I could let my wife know where I was. She went upstairs to wash my clothes, and she didn't have to do this. She is the best! If anyone should get an award, it should be her."



**Wilson County - Carla Moore, Food Ambassador**

"Carla provided great care to my grandmother in her time of need. She made my grandmother feel comfortable and important. She was very nice and outgoing. We were always greeted with a smile from Carla, and she really did make a difference."



**Vanderbilt Adult Ambulatory Clinics - Catherine Stober, MD**

"She has seen us through our daughter's cancer, my father's cancer, and more. She is the epitome of what a great doctor should be. She is straightforward, honest, and always offers solid advice. She takes the time to ask questions and make sure she's got all the right answers."



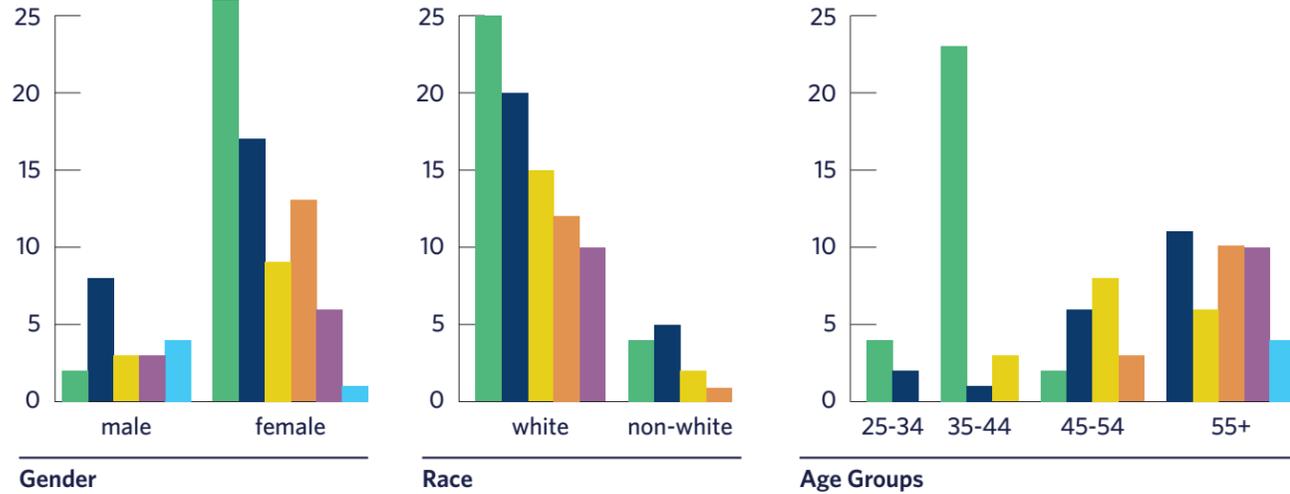
**Vanderbilt University Hospital - Haley Sullivan, RN**

"Nurse Haley checked on me constantly, always finding ways to increase my comfort and address my needs. She communicated on my behalf frequently with my doctors to manage my pain and swiftly provided answers to any question I had."

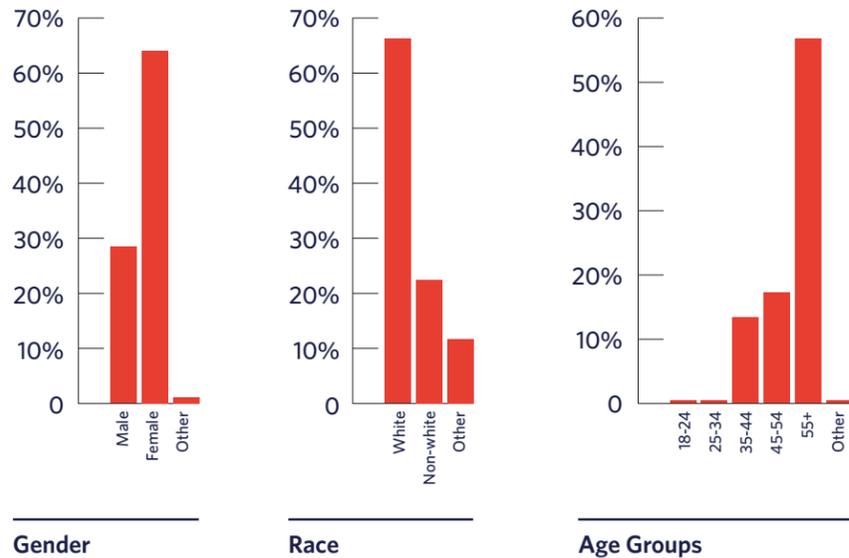


## OUR MEMBERS

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  
 ● Vanderbilt University Hospital  
 ● Vanderbilt Wilson County Hospital  
● Vanderbilt Behavioral Health  
 ● Vanderbilt Tullahoma-Harton Hospital  
 ● Vanderbilt Bedford Co. Hospital



● Advise Vanderbilt

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

|                     |                              |                  |                   |
|---------------------|------------------------------|------------------|-------------------|
| Lara Barnhouse      | Cheryl Fields                | Carly Southworth | Haley Burnham     |
| Elizabeth Benton    | Josh Graham                  | Brittany Swanson | Karen Cole George |
| Suzy Brewer         | Tonya Graham                 | Codosta Thomas   | Matt Rigelsky     |
| Renee Brown         | Melissa Hogan                | Susan Waggoner   | Olivia Crossman   |
| Alison Bynum, Chair | Veronica Kathukya            | Becky Bilodeau   | Shannon Grimes    |
| Christing Cahill    | <b>Rhonda Kinslow, Chair</b> | Breann Brown     | Suzette Webster   |
| Jessica Davenport   | Allison McCoy                | Cindy Hartung    | Valency Horton    |
| Carina Farkas       |                              | Elizabeth Benton | Vicky Oldfield    |

### Vanderbilt University Hospital

|                |                 |                             |                 |
|----------------|-----------------|-----------------------------|-----------------|
| Allison Bailey | Tracy Harper    | Jason Morgan                | Jimmy Griscom,  |
| Pam Bryan      | Debi Hoggatt    | Vicky Oldfield              | Nancy Muldowney |
| Harold Davis   | Pam James       | <b>Janice Savage, Chair</b> | Don Thielemann  |
| Dianne Denton  | Hannah Lee      | Tayranette Williams         | Lucy White      |
| Lynn Ferguson  | Karen McGee     | Mike Woods                  |                 |
| Mark Glessner  | Don McSurley    | Gail Williams               |                 |
| Larry Goldberg | Jada Meriwether | Haley Smith                 |                 |

### Vanderbilt Wilson County Hospital

|                               |               |                  |                   |
|-------------------------------|---------------|------------------|-------------------|
| Dr. Robert Bone               | Coleman Karr  | Stacey Aspen     | Iris Rondon Reyes |
| Leigh Brydalski               | Sallie Sawyer | Joan Bollman     | Gary Rosen        |
| Kelley Clemmons               | Tina Williams | Melissa Campbell | Stephanie Wilson  |
| <b>Lisa Cunningham, Chair</b> | Holly Yelton  | Alison Keenan    |                   |
|                               | Krionda Allen | Sunny Lancaster  |                   |

### Vanderbilt Behavioral Health

|                  |                 |                           |               |
|------------------|-----------------|---------------------------|---------------|
| Rosemary DeWilde | Miranda Nelson  | Ellen Smith               | Kathy Woodard |
| Cecilia Dodd     | Maggie Samuchin | Renee Thompson-Gill       |               |
| Deborah Hayes    | Anne Sheridan   | <b>Katie Welsh, Chair</b> |               |
| Flo Lewis        | Dana Smith      | Pat Williams              |               |

### Vanderbilt Tullahoma-Harton Hospital

|                |               |                                  |                                |
|----------------|---------------|----------------------------------|--------------------------------|
| Roberta Adams  | Peggy Clary   | Farley Johnson                   | <b>Bonnie Watts (co-chair)</b> |
| Tom Bentley    | Roni Jerrell  | <b>Shirley Levine (co-Chair)</b> | James Watts                    |
| Paul Blackwell | Brian Johnson |                                  |                                |

### Vanderbilt Bedford Hospital

|               |           |           |              |
|---------------|-----------|-----------|--------------|
| Steven Melton | Tim Estes | Walt Wood | Kay Chambers |
|---------------|-----------|-----------|--------------|

# OUR PILLARS AND PURPOSE

The five Pillars of Excellence are the Vanderbilt University Medical Center 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.

## 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.

### QUALITY



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

### GROWTH & FINANCE

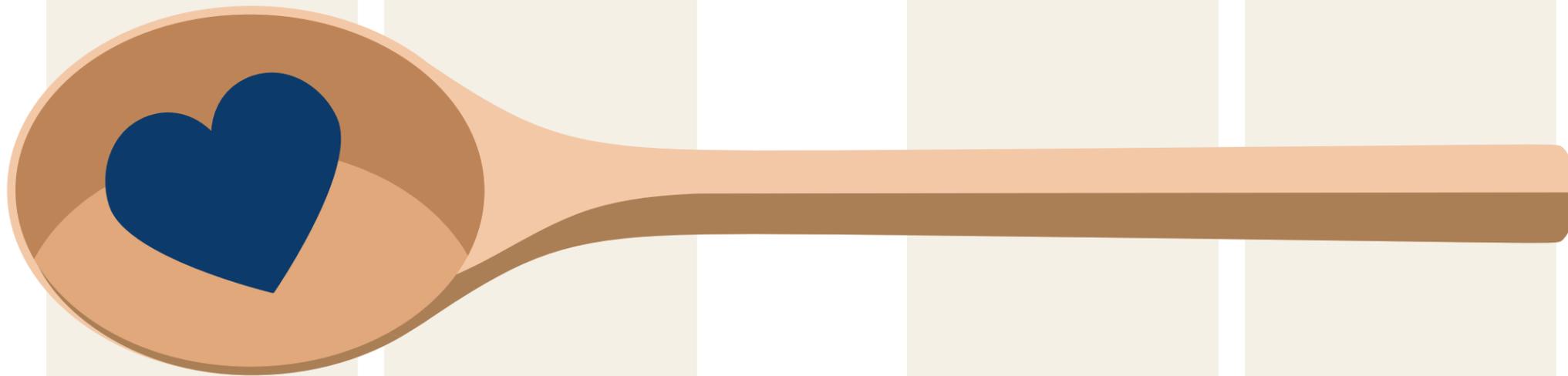


We invest our resources in a manner that supports our long-term obligation to society: to achieve local, national, and worldwide impact in improving health.

### INNOVATION



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



## 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 councils collaborate with staff and faculty to improve quality.

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

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

**TRACY HARPER**



The Vanderbilt Patient and Family Advisory Council is an excellent opportunity for me to be a voice for the voiceless. As council members, we are fortunate enough to be able to listen to and provide input on ideas to enhance the quality of care and the experiences at VUMC for patients and families. It has indeed been a privilege to be a member.

In addition to being a member of the Adult Patient and Family Advisory Board, I am on the recently established VUMC Patient and Family and Advisory Council at Metropolitan Nashville Public Schools, where I can continue to play an active role in making a positive change in the lives of the teachers, patients, families, and staff.

PEOPLE

**DEBORAH HAYES**



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.



Spanish Advisory Group at May Advisor Summit.

**Design Projects**



- 12th and 14th Floor Expansion Project ●
- Collaborated with Emergency Department leadership to enhance care for the pediatric population and their families ●

**Feedback**



- Recruitment for in-person councils ●
- Patient Experience ●
- Members provided feedback on targeted workforce engagement activities ●

**Events**



- Special Spectators Event with Vanderbilt University Football ●
- Members participated in holiday and staff appreciation activities ●
- Participated in Daisy award ●
- Participated in Bee award ●
- Participated in Patient and Family Choice Award Selection and Award Presentation ●●●●

**Work Groups/Committees**



- Added Complex Care and Spina Bifida Clinical Advisory Groups ●
- Members participated in the VBH Patient and Family Resources Work Group ●
- Members participated in the VBH Technology Work Group ●
- Members participated in the Patient and Family Choice Award Work Group ●●●●●●●
- Members participated in the VBH Volunteer Services Work Group ●

**Quality Improvement**



- Quarterly Newsletters from Terrell ●
- Recruitment for in-person councils ●

**Partnerships**



- Guest lecturers for Vanderbilt University Child Development Practice and Policy Class ●
- Hosted rep from Quality and Safety ●
- Hosted rep from VUMC Patient Experience team ●
- Hosted reps from VBH Social Work and Therapeutic Services ●
- Hosted new VPH Medical Director for Hospital Services ●
- Hosted new VPH Chaplain ●

**Training**



- Participation in FOCUS training at Monroe Carell for 917 new hospital and clinic employees ●
- Participated and shared stories for VBH Orientation for approximately 100 new employees ●
- Promise video created by Patient and Family Advisors viewed by 5917 new employees during orientation ●●●●●
- Participated and shared stories for VBH Orientation for approximately 100 new employees ●

**Volunteering**



- Created an "Opt In" directory for member to use to connect with each other ●
- Members provided handwritten messages of appreciation to all staff by unit/program ●
- Members assisted with key workforce engagement activities ●
- Working on reinstating a volunteer program ●
- Pet Therapy ●

**Renovation/Expansion Projects**



- Addition of 22 new handicapped parking spaces near the entrance of Monroe Carell ●
- Updated Adult Patient and Family Advisory Council website ●●●



**JANICE SAVAGE, 2023 CHAIRPERSON**

*It is exciting to be part of the Patient & Family Advisory Council. Vanderbilt senior leadership listens and takes action on suggestions and recommendations from the council, resulting in better outcomes for all patients. Vanderbilt truly values the voice of the patient.*

# SERVICE



**JADA MERIWETHER**

*“The Patient and Family Council provides Vanderbilt Hospital and its medical providers with a unique opportunity better to understand the delicate perspective of patients and their families. Witnessing employees from different departments who are knowledgeable, dedicated, considerate, and empathic generating ideas, policies, and processes that can improve the entire patient experience is remarkable. Those who receive care and their loved ones are at the center of all discussions. It has been my pleasure to serve on this purposeful council experiencing meaningful change in real time.”*

**Design Projects**



- Care for the Caregiver Work Group and website design specific to to Care Givers ●●●●●
- Wayfinding project participation ●●

**Feedback**



- Discharge Planning Process ●●
- Patient Billing ●
- Volunteer Program ●
- Medical Records Access ●
- Members provided feedback on enhanced family support groups ●
- Women’s Heart Health ●
- Kidney Disease Communication Prompt Follow-up ●
- Peer Mentoring & Caregiver Support ●
- PROMs Patient Health Surveys ●
- Pathway to Specialty Care for Surgery ●
- Women’s OB Services in Community Locations ●

**Events**



- Hosted rep from VICC to share ideas about PFCC resources ●
- 2023 Time For Remembering Virtual Event – 128 views ●
- Virtual Memorial Service-179 views ●

**Work Groups/Committees**



- Members continued to support the VBH Patient Clothing Closet ●

**Partnerships**



- Hosted current VBH Peer Support Specialists to explore potential expansion activities ●
- Instrumental in providing onsite representative to assist parents with TNCare redetermination process ●

**Volunteering**



- Children’s Miracle Network Events ●
- VBH PFAC members provided approximately 230 hours of volunteer service ●

**Renovation/Expansion Projects**



- Proposed changes for renovation of the VTHH chapel ●

**Quality Improvement**



- Worked with Cedarcroft to create a form that listed patient’s medications, disabilities, type of treatment needed and a description of how the patient can best communicate with providers when presenting to the Emergency Department ●



*I serve on the Patient & Family Advisory Council because as a long-time frequent patient at Vanderbilt with doctors in many departments, I want to use my experience to improve the experiences of others, both on the patient and the provider side. It gives purpose and value to the challenges I face with my health and allows me to give back to a hospital that’s helped me a lot over the years.*

**KAREN MCGEE**

# QUALITY



## VERONICA KATHUKYA

*“Participating on the council provides an opportunity to inspire others to look with their eyes and see with their heart. Making impactful actionable suggestions that senior leadership have taken to heart and supported has been so rewarding to witness! When I came onto the council I wanted to give back. I wanted to be a voice for those that couldn’t or didn’t know how to advocate for themselves. When I “walk” into Children’s Hospital I will always be Mom, but I am also thinking of the global patient and family. When I experience challenges or have difficulty understanding a situation my Family Advisory Council “hat” comes immediately because I know if I have been on this medical journey with my child for 19+ years and I am struggling, then I know that others have or will have the same experience and may not know how to navigate the system. I want our actions as a council to help reduce the burden and frustration for others. This is why I feel it is so important for the Family Advisory Council members to be around the table and collaborate with hospital leadership, actively serve on workgroups and committees to give that global patient and family perspective.*”

### Design Projects



Participated in workplace violence communication and signage project ● ●

### Feedback



Members provided feedback related to:

- Specific quality metrics ●
- VBH Patient Experience Metrics ●
- The new director of the VBH OCC ●
- Potential new patient education materials; written and electronic ●
- Safety and security measures ●
- Newly formed VBH Clinical Services Center Panel Presentation ●

Visitor and Family Presence Policy Revisions ●

ICU Pamphlet ●

Epilepsy Monitoring Unit Pamphlet ●

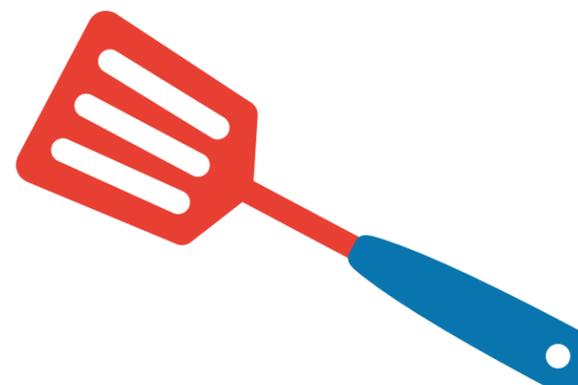
### Events



Panel presentation for Society for Academic Continuing Medical Education (SACME) regarding the importance of including patients and families in development of curriculum for medical education. ●

Participated in VTHH’s Pursuit of Excellence poster presentation ●

Participated in New Physician Orientation ●



### Work Groups/Committees



Continued efforts related to resources and the use of technology ●

### Partnerships



Hosted the VBH Chief Medical Officer to discuss various initiatives throughout the year ●

Relaunch of Parent 2 Parent support program in partnership with Family Voices of Tennessee ●

Environmental Services ●

### Training



Presentation to medical students about the importance of patient and family-centered care during the first week of medical school ● ●

### Volunteering



Members participated in key workforce engagement/appreciation events ●

### Quality Improvement



Women’s Heart Health ●

Kidney Disease Communication Prompt Follow-up ●

Peer Mentoring & Caregiver Support ●

Engaged with Environmental Services and offer feedback for improved hospital linens. Reject linen bins created to weed out linens that were not quality or aesthetically pleasing; increase stock of warm blankets for Emergency Department and ICU ●

PROMs Patient Health Surveys ●

Pathway to Specialty Care for Surgery ●

Women’s OB Services in Community Locations ●

**NANCY MULDOWNEY**



*“As a health care provider and one who seeks most of her care (as well as her family’s care) at VUMC, it was important to me to serve on a council that represents and advocates for the patients that seek care at VUMC. Having a clinical background is very helpful to listen to the different needs that patients bring to the council. It is humbling to me that all council members, which includes executive leadership for the medical center, listen to the feedback and suggestions put forth by the council. This benefits all who seek care within VUMC. Thank you for the opportunity to serve!”*

# GROWTH & FINANCE

**ALISON BYNUM**



*“As the parent of a child with complex healthcare needs, my life includes multiple patient experiences each month in a variety of Vanderbilt locations. Serving on the Family Advisory Council has given me a way to share these experiences - to honor the good ones and help refine the ones that could be better. I am thankful our hospital leadership gives families a seat at the table and joins us there for meaningful conversations. The work of the Council leads to tangible improved experiences for patients and caregivers.”*

**Design Projects**



Collaborated with leadership and local facility that houses mentally handicapped, disadvantaged and homeless men to improve communication and resources for staff in the Emergency Department related to the needs of the behavioral health population with improved awareness of local residential homes in Wilson County ●

**Work Groups/Committees**



Mental Health Resources Collaborative ●

**Feedback**



Members provided feedback regarding the potential for developing additional services for targeted populations and programs ●

Adaptive Sensory Toy Resource Library ●

**Events**



Members participated in a Pillar Goal review session ●

**Quality Improvement**



Outpatient experiences with communication and safety (onsite at DOT and offsite clinics) ●

**Renovation/Expansion Projects**



Onboarded 10 new members ●

Onboarded eight new family advisors ●

Pathway to Specialty Care for Surgery (New Tower Expansion) ●

Onboarded one new council member for VUH ●



above: Spanish Advisory Group  
right, top: Behavioral Health Advisory Council  
right: 2023 Patient and Family Engagement May Advisor Summit





**ROSEMARY DEWILDE**

*“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.”*

# INNOVATION



**KATIE WELSH**

*“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.”*

**Design Projects**



Participated in the development of current VBH Strategic Initiatives ●

**Feedback**



- Hospital Layout and Directions ●
- Pursuit of Excellence Award ●
- VUH Virtual Nurse Pilot ●
- Provided continued feedback regarding telehealth opportunities ●
- Provided feedback related to overall patient experience improvement tactics ●
- Food insecurity strategies to support families ●
- My Southern Health (Vanderbilt Health Blog) - Renaming ●

**Partnerships**



Hosted current VBH Peer Support Specialists to explore potential expansion activities ●

**Events**



98 of our advisors participated in our 2023 Patient and Family May Advisor Summit ●●●●●

**Work Groups/Committees**



- Continued work on additional electronic resource materials for patients and families and referral source ●
- Get Well Network Implementation and Oversight ●

**Training**



Storytelling training for new advisors ●

**Quality Improvement**



- Participated in a State of Behavioral Health dialogue session ●
- Expanded the pilot project related to the use of technology on the units to additional units ●



Vanderbilt-Ingram Cander Center Advisory Group

- Monroe Carell Jr. Children’s Hospital at Vanderbilt
- Vanderbilt University Hospital
- Vanderbilt Wilson County Hospital
- Vanderbilt Behavioral Health
- Vanderbilt Tullahoma-Harton Hospital
- Vanderbilt Bedford Co. Hospital
- Advise Vanderbilt



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Tullahoma-Harton Hospital

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Wilson County Hospital

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