



2017 IMPACT REPORT

VANDERBILT  UNIVERSITY
MEDICAL CENTER


Monroe Carell Jr.
children's Hospital
at Vanderbilt

**Vanderbilt
Behavioral Health**

VANDERBILT  UNIVERSITY
MEDICAL CENTER

Vanderbilt University Hospital

Patient & Family Advisory Council

1

Patient and Family Promise

Advisors presented importance and impact of Patient and Family Promise to 5,868 new employees at VUMC orientation.

2

Vanderbilt Program for Interprofessional Learning

Ten advisors served as coaches, assisting medical, nursing, social work and pharmacy students in learning to work together as a team, including the patient and family as team members.

3

Executive Diversity Committee

Advisor served on Executive Diversity Committee.

4

Advise Vanderbilt staff excellence

Advise Vanderbilt advisors contributed hundreds of stories of staff excellence which were shared on signs at the Celebration event.

5

Patient Experience Coordination Committee

Advisors participate on the VUMC Patient Experience Coordination Committee.

6

Patient and Family Engagement Steering Committee

Advisors participate on the VUMC Patient Engagement Steering Committee.



Vanderbilt University Hospital

Patient & Family Advisory Council

1

Lobby furniture

Advisors provided feedback for selection of new hospital lobby furniture.

2

Quiet time on Surgical Intensive Care Unit (SICU)

Advisors provided feedback for pilot of Quiet Time on SICU.

3

Additional beds in Medical Center East

Participated on Standard Patient Room Committee for addition of patient beds in Medical Center East.

4

New hospital cable package

Advise Vanderbilt advisors contributed feedback on selection of new cable package for the hospital.

5

Prioritized tactics for staff education

Advisors prioritized tactics for staff education on how to fulfill our Patient Promise.

6

VUMC Food Committee

Advisors participate on the VUMC Food Committee.

7

Nursing Awards Selection Committee

Advisors participate on the Nursing Awards Selection Committee.



SERVICE

Vanderbilt University Hospital

Patient & Family Advisory Council

1

Hand Hygiene

Advisors collaborated with nursing safety to review and endorse new patient hand hygiene product.

2

Nursing Quality Committee

Advisors serve on Nursing Quality Committee.

3

School of Medicine curriculum

Advisors provided feedback on curriculum for School of Medicine.

4

Vanderbilt University Hospital Chief Nursing Officer rounds

Advisors rounded with the Vanderbilt University Hospital Chief Nursing Officer.

5

How to Prevent Falls presentation

Advisor Lynn Ferguson presented with Sonya Moore at a conference about How to Prevent Falls.

6

Women's Health DesignShop

Two advisors participated in Women's Health DesignShop.

7

Palliative Care focus group

Advisors participated in a Palliative Care focus group.

8

KERN Current Institute for the Transformation of Medical Education

Advisors participated in a School of Medicine KERN Current Institute for the Transformation of Medical Education providing suggestions about areas important for training medical students in relation to patients and families.



QUALITY

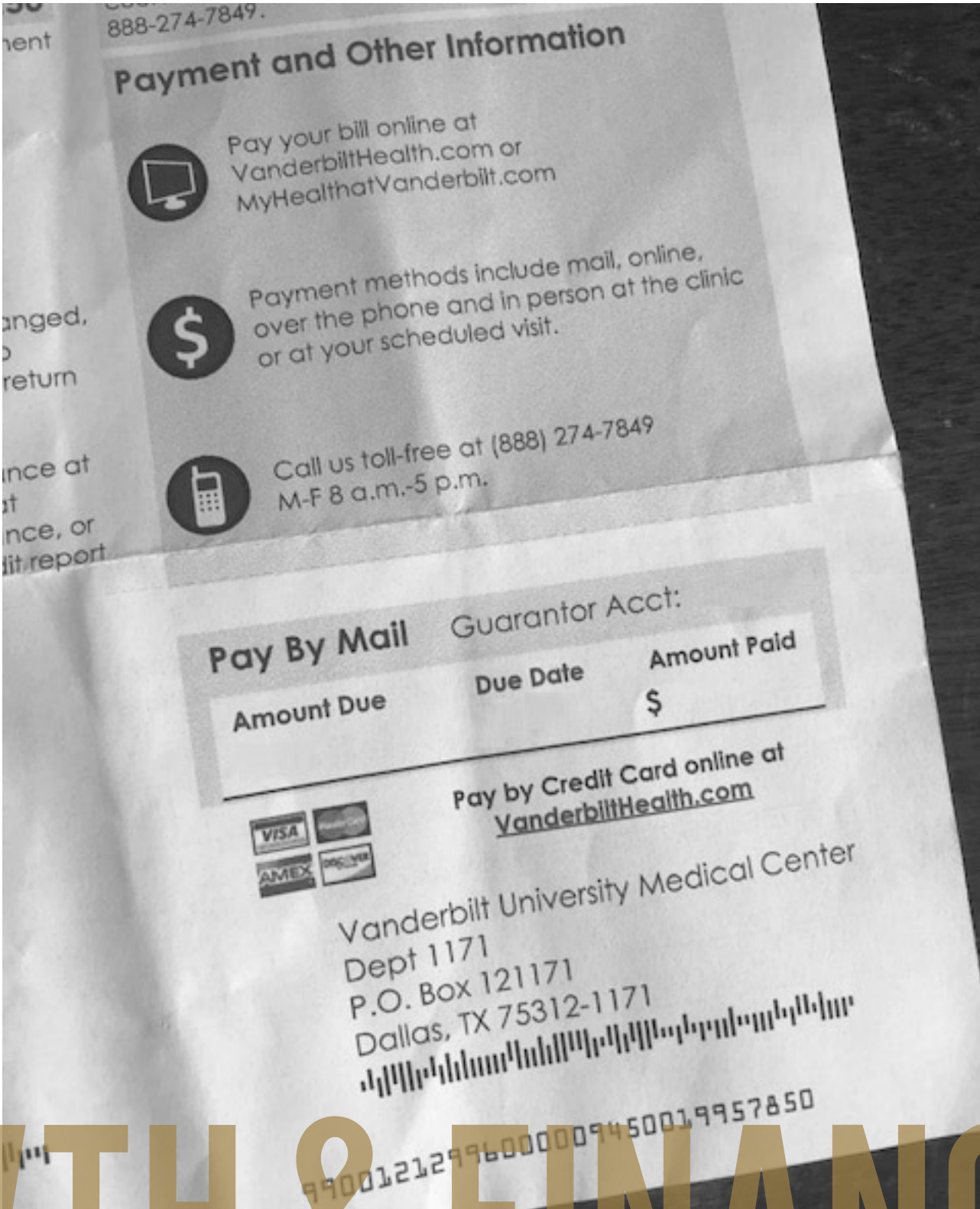
Vanderbilt University Hospital

Patient & Family Advisory Council

1

Billing transition

Patient and family advisors shared suggestions for the new patient billing transition.



Vanderbilt University Hospital

Patient & Family Advisory Council

1

eStar transition

Advisors assisted with development of communication plan for the eStar transition in collaboration with IT, Marketing, My Health at Vanderbilt and Billing departments.

2

eStar video

Advisors assisted with development of the eStar video for staff. Advisors filled the role of patients and families in the video.

MULTI-MEDIA



INNOVATION

Children's Hospital

Patient & Family Advisory Council

1

Patient and Family prospective

Advisors presented patient and family perspective to over 1600 new Children's Hospital employees.

2

Pediatric Emergency Department Patient Experience Committee

Advisor participates on Children's Hospital Pediatric Emergency Department Patient Experience Committee.

3

Family Care Program

Advisors participate in VCH Family Program, reaching 126 students in healthcare fields.

PEOPLE



Children's Hospital

Patient & Family Advisory Council

1

New website feedback

Advisors provided feedback and guidance from user perspective for new Children's Hospital website.

2

Hospital School Program

Advisors provided feedback and guidance about Children's Hospital hospital school program and lack of Tennessee Homebound Rule.

3


Patient Education Oversight Committee

Advisors participate on Children's Hospital Patient Education Oversight Committee reviewing and endorsing 56 documents for 2017.

4

Nursing Staff Council

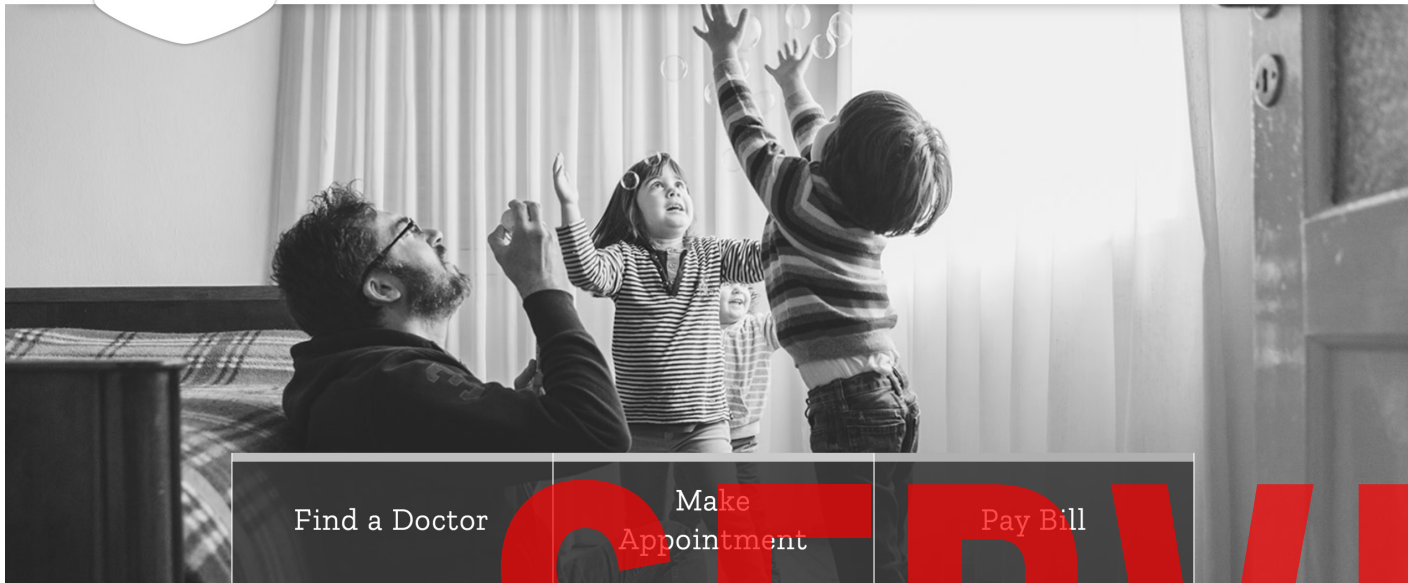
Advisor participates on the Children's Hospital Nursing Staff Council.



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Monroe Carell Jr. Children's Hospital at Vanderbilt is one of the nation's leading children's hospitals. Our team of experts in 30 pediatric and surgical specialties is ready for any health issue your child may face – from the simple to complex. [Learn more](#)

SERVICE

Children's Hospital

Patient & Family Advisory Council

1

Environment Cleaning Bundle feedback

Advisors provided feedback and guidance on Children's Hospital Environment Cleaning Bundle.

2

Children's Hospital Association Quality Conference

Advisor presented with staff at Children's Hospital Association Quality conference about the use of advisors as coinvestigators in research.

3

Peripheral Intravenous Infiltration Extravasation Hospital Acquired Condition work group

Advisors participate with Peripheral Intravenous Infiltration Extravasation Hospital Acquired Condition work group.



QUALITY

Children's Hospital

Patient & Family Advisory Council

1

NICU Clinical Advisory Group

New Neonatal Intensive Care Unit Clinical Advisory Group established.

2

Pediatric Cystic Fibrosis Clinical Advisory Group

New Pediatric Cystic Fibrosis Clinical Advisory Group established.

3

Construction wayfinding

Advisors provided feedback and guidance for Children's Hospital construction signage.

4

Pediatric Journey Board

Advisors provided feedback and guidance for a pediatric journey board.



GROWTH & FINANCE

Children's Hospital

Patient & Family Advisory Council

1

Association of Maternal and Child Health programs

Advisor serves as the Tennessee delegate for the Association of Maternal and Child Health Programs.

2

PCORI grant

Patient-Centered Outcomes Research Institute

Advisors provided guidance and feedback for two pediatrician groups considering PCORI grant submissions.



INNOVATION

Vanderbilt Behavioral Health Patient & Family Advisory Council

1

Orientation participation

Advisors shared their stories as they presented to approximately 100 new employees during Behavioral Health orientation, which is held on a monthly basis.

2

Patient and Family Advisory Cabinet

Advisors participate on the VUMC Patient and Family Advisory Cabinet.

3

Patient and Family Steering Committee

Behavioral Health Advisors participate on the VUMC Patient and Family Steering Committee

PEOPLE



Vanderbilt Behavioral Health

Patient & Family Advisory Council

1

Psychiatric Assessment Service

Advisors provided vital feedback regarding both design elements and functional processes for the Psychiatric Assessment Service located at Vanderbilt Psychiatric Hospital.

2

Mission and Values statements

Advisors provided feedback as we developed our Behavioral Health Mission and Values statements.

3

Behavioral Health Clothes Closet

Advisors assisted as we developed a clothing closet for Behavioral Health patients in need of clothing.

4

Volunteer Services initiation

Advisors contributed vital feedback as we initiated Volunteer Services at Vanderbilt Psychiatric Hospital.

5

Staff education tactics

Advisors prioritized tactics for staff education on how to fulfill our Patient Promise.



SERVICE

Vanderbilt Behavioral Health

Patient & Family Advisory Council

1

Family Handbook

Advisors revised the Family Handbook.

2

Adult Handbook

Advisors completed work on the Adult Handbook for all adult patients admitted to Vanderbilt Psychiatric Hospital.

3

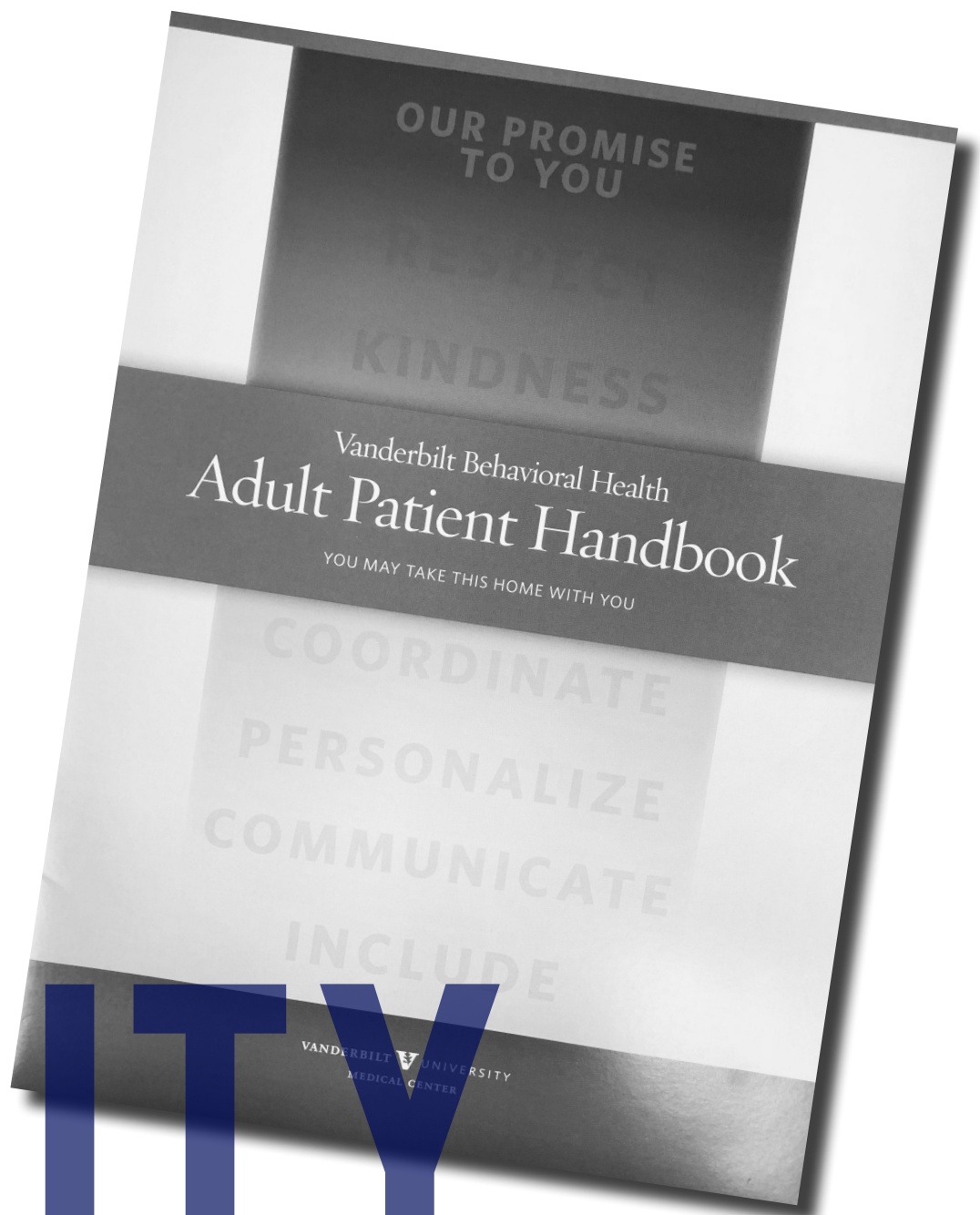
Women's Health DesignShop

3 advisors participated in the Women's Health DesignShop.

4

Magnet process interview session

Advisor participated in an interview session as a part of the Magnet process.



QUALITY

Vanderbilt Behavioral Health Patient & Family Advisory Council

1

Council growth

The Behavioral Health council on-boarded 3 new members during 2017.

2

New billing process

Advisors provided suggestions for new patient billing process.



Vanderbilt Behavioral Health

Patient & Family Advisory Council

1

eStar transition

Advisors assisted with development of communication plan for the eStar transition in collaboration with IT, Marketing, My Health at Vanderbilt and Billing departments.

2

Discharge Phone Call response automation

The Behavioral Health advisors provided vital feedback as we automated our Discharge Phone Call response process.



INNOVATION