Patient and family engagement

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

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

**Leadership**

**MONROE CARELL JR. CHILDREN’S HOSPITAL AT VANDERBILT**

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

Tami Bradham, 2019 Chair

**VANDERBILT BEHAVIORAL HEALTH**

Rhonda Ashley-Dixon  
*Director of Outreach and Business Development*

Cecilia Dodd, 2019 Chair

**VANDERBILT UNIVERSITY HOSPITAL**

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

Larry Goldberg, 2019 Chair
VANDERBILT UNIVERSITY MEDICAL CENTER

Established in 2007

Members: 23 patients and their family members who receive health care at Vanderbilt University Hospital or clinics

Meets monthly

12 patients and family members, nominated by their nurses and physicians, were invited to participate

In addition to the council, there is a Heart Transplant Clinical Advisory Group

Value of council recognized by leaders, managers, researchers, faculty, and staff members

Intelligent, thoughtful, well-informed, and candid individuals eager to collaborate to improve Vanderbilt’s quality and service

Council acts as advisors and participants with institution planners

Established in 1995

Members: 25 parents and guardians whose children receive health care and treatment at Children’s Hospital and clinics

Meets monthly

One of the longest-running patient and family advisory councils in the U.S.

Three clinical advisory groups:
Neonatal Intensive Care Unit,
Cystic Fibrosis, Primary Care

Participation on hospital committees

Hospital Acquired Condition Quality Work Groups

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

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

COMMITTEES AND COUNCILS

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

WORK GROUPS

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

HOSPITAL ACQUIRED CONDITION QUALITY WORK GROUPS:

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

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

SUSAN WAGGONER
Council member, Children’s Hospital

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

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

Together our pillars and our purpose

**OUR PILLARS**

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

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

**OUR PURPOSE**

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

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

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

Events

- Ribbon-cutting for new adult unit at Vanderbilt Psychiatric Hospital
- Behavioral Health Awareness Day on the Hill

Training

- Patient and Family Promise orientation for 4662 new employees

PAT WILLIAMS
Council member, Behavioral Health

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

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

MICU
- Diaries Project

NUTRITIONAL SERVICES
- Pediatric hospital food menu update

RHONDA KINSLOW
Council member, Children’s Hospital

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

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

Quality Improvement

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

Design Project

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

ALISON BYNUM

Council member, Children’s Hospital

"I'm so grateful for the chance to share our 10 years of experience as the parent of a frequent patient at Children’s Hospital. We've learned to advocate on behalf of patients with different needs than ours."
Open and honest dialog between members of the council and the Medical Center leadership enables Vanderbilt to provide the highest level of care for patients and their family members.

DON MCSURLEY
Council member, Vanderbilt University Hospital

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

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

Partnerships

EXECUTIVE LEADERSHIP
- Improved patient and family orientation to Behavioral Health units and routines

HEALTH CARE TEAM
- Patient-centered Medical Homes

Design Project

- Behavioral Health’s Child and Adolescent Handbook

Feedback

- Messaging about suicide prevention strategy and tools
- Advanced Directives conversations with End of Life Steering Committee

FLO LEWIS
Council member, Behavioral Health

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

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

Work Groups/Committees

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

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

JOEL BUCKBERG
Council member, Vanderbilt University Hospital
Achievements

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

Events

Vanderbilt University Medical Center’s Strategy Share 19

Feedback

Revised discharge and financial counseling process

TAYRANETTE WILLIAMS

Council member, Vanderbilt University Hospital

"I look forward to being part of the council because it's an avenue to facilitate changes. I've learned that VUMC considers forward thinking as a gift rather than a challenge."
"I am awed by the depth of insight and knowledge at council meetings. These families, whose lives are filled with special challenges, find the time and energy to help us make this community, this hospital, our staff, and our programs better. They're an incredible gift to all of us."
Achievements

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

**Partnerships**

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

**Work Groups/Committees**

Cancer Patient Safety Steering Committee

---

**KATHY WOODWARD**
Council member, Behavioral Health

"It’s an honor to serve where my experiences can support a cause greater than myself and be so meaningful to me personally. My hope is that our contributions will make the process easier and more effective for families affected by mental illness."
"I feel honored to represent the council on several committees and as a patient co-investigator on a cancer research study. The committees are welcoming and my voice is heard."

BARBARA YUDISKAS
Council member, Vanderbilt University Hospital
A special thank you to our council members

### MONROE CARELL JR. CHILDREN’S HOSPITAL AT VANDERBILT

<table>
<thead>
<tr>
<th>Name</th>
<th>Name</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lara Barnhouse</td>
<td>Pam Gaffney</td>
<td>Jama Mohammed</td>
</tr>
<tr>
<td>Tonya Bowman</td>
<td>Tonya and Josh Graham</td>
<td>Cristin and Chris Roark</td>
</tr>
<tr>
<td>Tami Bradham</td>
<td>Sara Hanai</td>
<td>Val Shirley</td>
</tr>
<tr>
<td>Alison Bynum</td>
<td>Rhonda Kinslow</td>
<td>Brittany Swanson</td>
</tr>
<tr>
<td>Kendra Doty</td>
<td>Rebecca Martinez</td>
<td>Codosta Thomas</td>
</tr>
<tr>
<td>Cheryl Fields</td>
<td>Katherine Morley</td>
<td>Susan Waggoner</td>
</tr>
</tbody>
</table>

### VANDERBILT BEHAVIORAL HEALTH

<table>
<thead>
<tr>
<th>Name</th>
<th>Name</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rosemary DeWilde</td>
<td>Maggie Samuchin</td>
<td>Renee Thompson</td>
</tr>
<tr>
<td>Cecilia Dodd</td>
<td>Anne Sheridan</td>
<td>Katie Welsh</td>
</tr>
<tr>
<td>Flo Lewis</td>
<td>Dana Smith</td>
<td>Pat Williams</td>
</tr>
<tr>
<td>Miranda Nelson</td>
<td>Ellen Smith</td>
<td>Kathy Woodard</td>
</tr>
</tbody>
</table>

### VANDERBILT UNIVERSITY HOSPITAL

<table>
<thead>
<tr>
<th>Name</th>
<th>Name</th>
<th>Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allison Bailey</td>
<td>Scott Gale</td>
<td>Don McSurley</td>
</tr>
<tr>
<td>Rob Blackford</td>
<td>Mark Glessner</td>
<td>Jason Morgan</td>
</tr>
<tr>
<td>Pam Bryan</td>
<td>Larry Goldberg</td>
<td>Janice Poma</td>
</tr>
<tr>
<td>Joel Buckberg</td>
<td>Tracy Harper</td>
<td>TayRanette Williams</td>
</tr>
<tr>
<td>Dianne Denton</td>
<td>Debi Hoggatt</td>
<td>Jennifer Windh</td>
</tr>
<tr>
<td>Suzanne Ezell</td>
<td>Mary Hooks</td>
<td>Barbara Yudiskas</td>
</tr>
<tr>
<td>Lynn Ferguson</td>
<td>Pam James</td>
<td></td>
</tr>
<tr>
<td>Rachelle Franklin</td>
<td>Alex Kelso</td>
<td></td>
</tr>
</tbody>
</table>