



VANDERBILT  HEALTH

LET EVERY VOICE



HEARD



Advise Vanderbilt ★ Bedford Hospital ★ Behavioral Health
Monroe Carell Jr. Children's Hospital at Vanderbilt ★ Vanderbilt University Hospital
Wilson County Hospital

2022 IMPACT REPORT
Patient and Family Advisory Councils






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



Alison Bynum
2022 Chair

Vanderbilt Behavioral Health



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



Katie Welsh
2022 Chair



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Vanderbilt University Hospital



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



Pam James
2022 Chair

Vanderbilt Wilson County Hospital



Laura Williams-Marcum, MSN, RN
Patient Experience Coordinator



Lisa Cunningham
2022 Chair

Vanderbilt Bedford Hospital



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

Vanderbilt Tullahoma-Harton Hospital



Eric Hartley
Director of Risk Management



CHRISTINE CAHILL



Being a part of the Family Advisory Council at Monroe Carell Jr. Children's Hospital at Vanderbilt is rewarding because it creates a space for open communication and input from our personal experiences to help improve the care provided to others. The team at Vanderbilt really listens to the parents on the council. Even though I've only been on the council for just over a year, I have already seen changes and improvements made based on topics discussed in our meetings. It is great to know that we can directly affect and improve care for ourselves and others. I truly appreciate Vanderbilt for the value they put into patient and family-centered care—it is great for the entire hospital community.

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.
- 4 clinical advisory groups: Neonatal Intensive Care Unit, Cystic Fibrosis, Primary Care
- Energetic and engaged participation on hospital committees and work groups
- 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
- 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



- 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



- Established in 2015
- Members: 5,500 patients who receive care at Vanderbilt Health
- New Spanish-speaking community launched January 2022
- Medical Center recognized that not all patients and family members could come to a monthly meeting on campus
- Reaches a broad demographic of patients who come to us for treatment
- Participated in over 30 surveys
- Expanded to include Monroe Carell Jr. Children's Hospital at Vanderbilt and LGBTQIA+ patients
- Survey response rate consistently exceeds national average
- Large percentage of advisors are willing to come to campus for special collaboration



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



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



- Established 2022
- Actively recruiting members



ROBIN STEABAN
Chief Nursing Officer, Vanderbilt University Medical Center

"You have made such an impact through the time you have spent with us. It has been a treasure to have you in our proximity. If you are willing, we will definitely keep you in mind for other opportunities to contribute. We love this work. Those we serve are grateful you have helped make us better leaders and nurses by offering a view through the lens of a patient."



DON MCSURLEY

"Being a member of the Patient and Family Advisory Council provides the opportunity to work closely with the doctors, nurses and VUMC leaders who manage my medical care. I know input on critical matters is solicited and processed in a genuine effort to improve Vanderbilt's contribution to the well-being of our community."

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

Pediatric Primary Care Clinic Advisory Group

- We had our first in-person event since COVID started, and hosted a Family Advisory Picnic/Gathering at Dragon Park in August
- Our families provided input/feedback on potential clinic changes/needs for our clinic space as we look to move to One Hundred Oaks next year

Spanish Advisory Group

- Provided feedback about wayfinding at Monroe Carell Jr. Children's Hospital at Vanderbilt
- Provided feedback about the patient portal
- Provided feedback about ED experiences

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

- We have 14 advisors.
- Developed Charter and Goals
- Gathered feedback about the ONE thing they would change to improve the patient experience at VICC, three themes emerged
 1. Focus on the new patient experience
 2. Improving communication through the visits/appointments
 3. Connecting patients effectively with resources/support services
- Provided feedback on
 - Text messaging via Epic
 - Vivibot on VICC.org (new patient appointments/questions)
 - Patient Navigation program
 - Vanderbilt-Ingram Service for Timely Access (V-ISTA) re: new patient appointments
 - Strategic Marketing and VICC Communications Plan
 - Patient Advocacy for Financial Toxicity
- Additionally, we are proud to have over 500 e-Advisory Council members who provided input on three distinct surveys
 1. Impact of VICC pharmacists on cancer patients
 2. Feedback for the Patient Safety Learning Laboratory Research (CaPSLL Project).
 3. Deeper dive into overall Patient Experience including focus on support services
- Article published in the May/April 2022 Oncology Issues magazine of the Association of Community Cancer Centers (ACCC) authored by Julie Bulger titled "Implementing an e-Advisory Council in the COVID-19 Era".



Adult Lung Transplant Advisory Group

- 15 advisors
- Collaborated with pre-transplant patient education on revisions/updates; feedback included providing more realistic medication pricing, including a list of medications to expect to be on, and "nose to toes" shaving requirements
- Improved communication through establishment of regular newsletters
- Collaborated to revise/update post-transplant patient education; suggestions included more material on mental health, medications, and rejection
- Collaborated with health care team to create a video for transplant education that will include physical therapy.
- Mentorship program - under development

(MNPS) Metro Nashville Public School Advisory Group

- Launched our first patient and family advisory group in November
- Chair to be elected
- We voted on our working goals at the first meeting, which include:
 - Created an awareness campaign to promote the benefits of health care clinics as part of recruitment and retention of MNPS staff.
 - Involved clinic staff in MNPS teacher and staff recruitment efforts.
 - Used data to evaluate efficiency of clinical services

2022 PARTICIPATION IN COMMITTEES, COUNCILS AND WORKGROUPS

2022 Committees and Councils

- 4 Ms (What matters most, mobility, medication, mentation) ●
- Advisory Council Cabinet ●●●●●
- Bereavement Committee ●●
- Cancer Patient Safety Learning Laboratory Research Steering Committee ●
- Clinical Pastoral Education Professional Advisory Group ●
- Emergency Department ●
- Emergency Department Patient Experience Committee ●
- Ethics Committee ●
- Falls Committee ●
- Get Well Implementation ●
- Nursing Awards Committee ●●
- Nursing Performance Improvement Committee ●
- Nursing Quality Committee ●●
- Patient and Family Advisory Council Cabinet ●
- Patient and Family Engagement Steering Committee ●●●●●
- Patient Experience Committee ●●
- Patient Education Committee ●
- Pediatric Patient Education Oversight Committee ●
- Staff Safety and Work Place Violence Committee ●
- Undergraduate Medical Education ●

2022 Work Groups

- Antibiotic Stewardship ●
- CAUTI—Catheter Associated Urinary Tract Infection ●
- CLABSI—Central Line Associated Blood Stream Infection ●
- COVID-19 Communication and Visitor Policy ●
- GetWell Planning and Design Session ●
- MUSIC—Medication ●
- The Patient and Family Choice Award ●●●
- Patient and Family Resources ●
- PIVIE—Peripheral Intravenous Infiltration Extravasation ●
- Skin Integrity ●
- Technology in Behavioral Health ●
- Throughput ●
- Visitor Management ●●●●●
- Volunteer Services ●
- Wayfinding ●●



- Behavioral Health
- Monroe Carell Jr. Children's Hospital at Vanderbilt
- Vanderbilt University Hospital
- Wilson County



The Patient and Family
CHOICE AWARD

When compassion and excellence bloom.

THE PATIENT AND FAMILY CHOICE AWARD 2022



Vanderbilt Adult Ambulatory Clinics - Dr. Sylvia Groth

"I was scheduled to see Dr Groth for a routine eye visit. After seeing my condition, she called in rapid response, had me taken to ER, I became comatose and had a severe medical event. I was moved to Palliative Care and discharged after a week. Dr Groth's actions saved my life." (Dr. Sylvia Groth is pictured, center)

Monroe Carell Jr. Children's Hospital at Vanderbilt - Pam Spencer

"She created such a personalized interaction that you feel like you are walking into an inside joke, with a with quick-witted banter and recalling past conversations and interactions that ordinary staff would immediately forget."



Behavioral Health - Donna Butler-Rawson

"During my course of treatment, Donna has been a source of support, and in fact has always been very supportive and helpful when I have had trouble filling out the forms and scheduling. The ECT Treatments have allowed me to lead a normal life. The care, support and compassion Donna has given me has made a significant impact on me and my family."

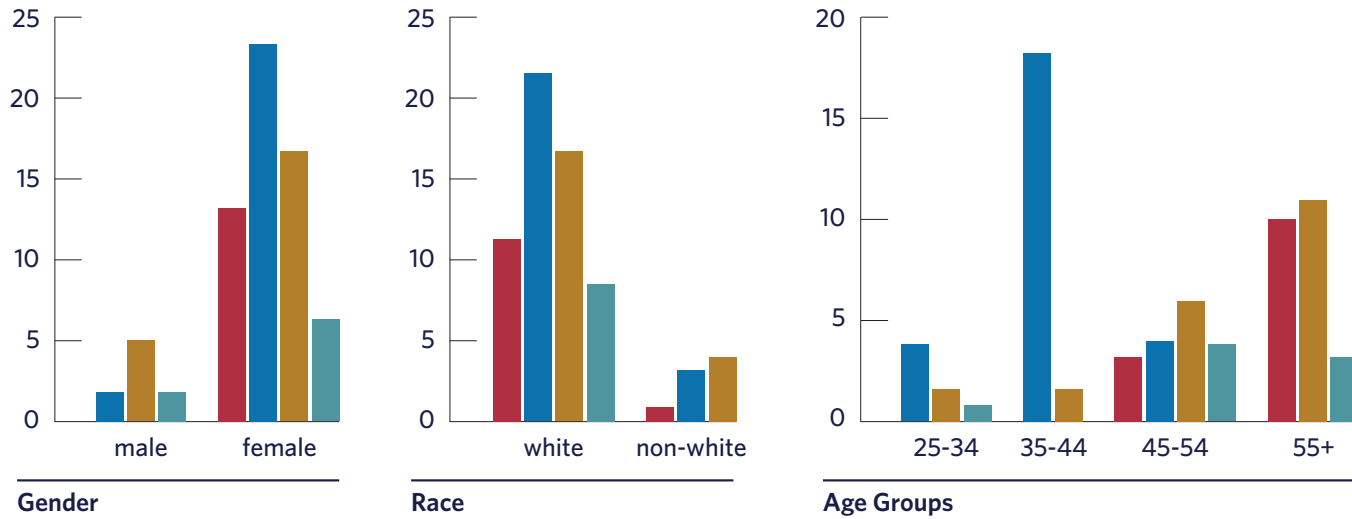
Vanderbilt University Hospital - Thomas Akins

"Mr. Thomas was the greeter that welcomes people to the ER . He was so kind, welcoming, respectful, and helpful during my visit. I watched him handle difficult patients in the waiting room with such compassion. He could tell I was getting uncomfortable in the waiting room and offered me a chair by his desk at the door. We had great conversation, and he made the wait go by quickly. At the end of his shift Mr. Thomas found me to tell me goodbye and wish me luck! I am thankful I met him! He is an amazing addition to the ER staff, and I truly feel like he should be recognized as one of Vanderbilt's top employees. Basically, the world needs more people like Mr. Thomas!"

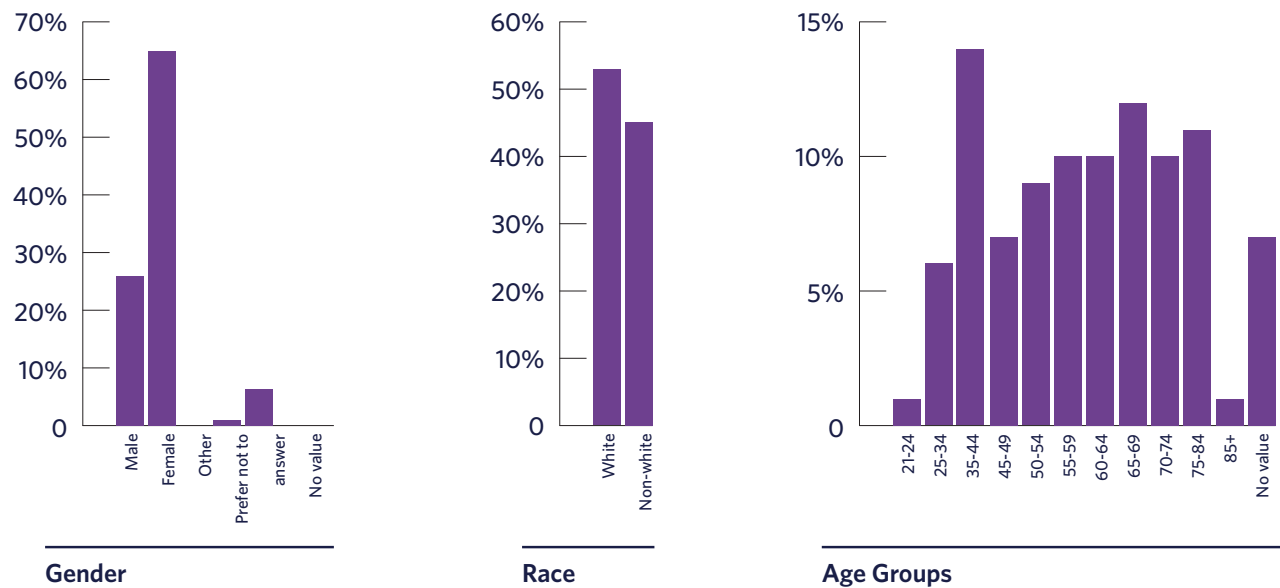


OUR MEMBERS

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.



● Behavioral Health ● Monroe Carell Jr. Children's Hospital at Vanderbilt ● Vanderbilt University Hospital
● Vanderbilt Wilson County Hospital



● Advise Vanderbilt

Monroe Carell Jr. Children's Hospital at Vanderbilt

Lara Barnhouse
Elizabeth Benton
Suzy Brewer
Renee Brown
Alison Bynum, Chair
Christing Cahill
Christine Davenport
Carina Farkas
Cheryl Fields

Josh Graham
Tonya Graham
Sara Hanai
Melissa Hogan
Veronica Kathukya
Rhonda Kinslow
Allison McCoy
Jama Mohamed
Leslie Overby

Chris Roark
Cristin Roark
Dana Saywell
Carly Southworth
Adrienne Sunday
Brittany Swanson
Codosta Thomas
Susan Waggoner

Vanderbilt Behavioral Health

Rosemary DeWilde
Cecilia Dodd
Deborah Hayes
Flo Lewis
Miranda Nelson

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

Katie Welsh, Chair
Pat Williams
Kathy Woodard

Vanderbilt University Hospital

Allison Bailey
Pam Bryan
Harold Davis
Dianne Denton
Suzanne Ezell
Lynn Ferguson
Scott Gale
Mark Glessner

Larry Goldberg
Tracy Harper
Debi Hoggatt
Pam James, Chair
Hannah Lee
Karen McGee
Don McSurley
Jada Meriwether

Frank Mintern
Jason Morgan
Vicky Oldfield
Janice Savage
John Stein
Tayranette Williams

Vanderbilt Wilson County Hospital

Dr. Robert Bone
Leigh Brydalski
Kelley Clemmons

Lisa Cunningham, Chair
Coleman Karr
Sallie Sawyer

Tina Williams
Holly Yelton

Vanderbilt Bedford Hospital

Mary Ellen Koonce
Steven Melton

Miriam Pietkiewicz
Kay Rose

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.



ALISON BYNUM

2022 Chair, Monroe Carell Jr. Children's Hospital at Vanderbilt



"The Family Advisory Council gives insight to hospital leadership about the space between policies and procedures on paper and the actual lived experiences of children and their families. Our collective voices have a seat at the table, where we are heard, considered and valued."



PEOPLE



DANA SMITH



"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 comprising of caring individuals and Vanderbilt leaders all working together to help others."



Design Projects



- Collaborating with Marketing to update council website

Feedback



- Spring Quarterly Newsletter from Terrell
- Monroe Carell Jr. Children's Hospital at Vanderbilt Wayfinding (Response Rate: 15%)
- Fall Quarterly Newsletter from Terrell
- Communication Prompt (Kidney Disease Example) (Response Rate: 18%)
- Referral Process Feedback (Response Rate: 19%)
- Designated members participated in the interview process for a replacement for our Discharge Phone Call Nurse Specialist
- Shared feedback on food insecurity screening tool
- Workplace violence poster review and feedback

Events



- Selected and awarded inaugural Patient and Family Choice 2022 Award winner
- Patient and Family Choice Award-Created infrastructure and nomination process, and awards

Work Groups/Committees



- Members participated in the VBH Patient and Family Resources Work Group
- Members participated in the VBH Technology Work Group
- Members participated in the VBH Volunteer Services Work Group

Partnerships



- Hosted reps from VBH Partial Hospitalization and Intensive Outpatient Programs in order to provide feedback on targeted initiatives
- Hosted rep from Quality and Safety in order to provide feedback on targeted initiatives
- Hosted reps from VUMC Marketing/Communications in order to provide feedback on targeted initiatives
- Hosted reps from VUMC Patient Education in order to provide feedback on targeted initiatives
- Hosted reps from VBH Social Work and Therapeutic Services
- Participated in visitor guidelines and potential changes discussion
- Collaborated with marketing to develop a marketing plan for council member recruitment

Training



- Participated and shared stories for VBH Orientation for approximately 100 new employees
- Increased focus and training on storytelling
- Participated in FOCUS orientation at Monroe Carell for 618 new employees
- Telling our stories
- Participated in panel for medical school class on patient engagement

Volunteering



- Members provided handwritten messages of appreciation to all staff by unit/program



LARRY GOLDBERG



“As a patient and a member of the Council, I feel driven to pay back and enhance other patient’s outcomes. The medical care my wife and I have received over many, many years has been essential in improving our day-to-day lives and our long-term outlook. Thank you, Vanderbilt medical practitioners!”

SERVICE



FLO LEWIS, 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”



Design Projects



- Members participated in the development of communication strategies and collateral for the new Substance Use Disorder Bundle
- Medication refill and renewal feedback

Feedback



- Members provided additional feedback on My Health At Vanderbilt as it relates specifically to behavioral health patients
- Provided feedback to wayfinding consultants
- Provided feedback about My Health at Vanderbilt message inbox
- Participated in Patient access strategy discussion and feedback
- Participated in Moving through your Primary Care visit discussion and feedback
- Patient Billing Statement Feedback (Response Rate: 12%)
- VICC Survey - Pharmacy Experience (Response Rate: 22%)
- VanderbiltRx Online Pharmacy Services Feedback (Response Rate: 18%)
- Children’s Surgery Locations (Response Rate: 12%)
- Walk-in Clinic/Convenience Care (Response Rate: 15%)

Partnerships



- Partnered with Get Well Network implementation team in planning for the integrative television system
- Appointed member to the ED patient Experience Committee and the Ethics Committee

Volunteering



- Assisted in the reorganization of the VBH Patient Clothing Closet
- VBH PFAC members provided approximately 240 hours of volunteer service
- PFAC provided approximately 353 hours of volunteer service
- PFAC provided approximately 529 hours of volunteer service.
- PFAC provided approximately 203 hours of volunteer service

Quality Improvement



- Worked with physician teams to improve discharge planning and throughput experiences
- Reviewed Advise Vanderbilt Surveys and provided feedback

Events



- Time for Remembering Event for Bereaved families and friends 142 views
- Virtual Memorial Service for Vanderbilt University Hospital with 1200+ views

Training

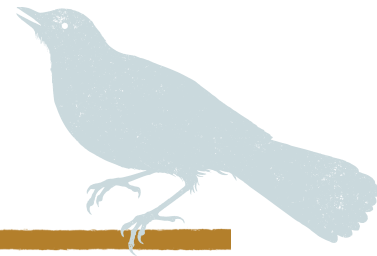


- Received education training about Behavioral Health and the My Health Passport tool for children with sensory challenges

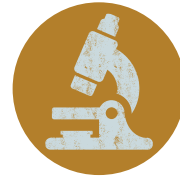
Work Groups/Committees



- Worked with Family Resource Center team to review and improve resources and processes



QUALITY



BRITTANY SWANSON



“Serving on the Patient and Family Advisory Council has allowed me to step into the adult professional world so I can briefly remove my mother/caretaker hat and engage in meaningful adult conversation. Sitting on the council enables me to pull from my many of years of complex care experience, both inpatient and outpatient, to offer a valuable perspective of the patient and family hospital experience. I understand the trials and privilege that come with being a fulltime caretaker and want to represent the global family who may be experiencing a traumatizing medical diagnosis. Nothing can ever prepare a family for receiving the news that their child’s life is at risk, but I hope to work from the inside out to ensure that every family that follows mine receives the best care and education possible.”

Design Projects



- Provided feedback on the system-wide suicide risk assessment initiative
- Participated and provided recommendations in (AHRQ) Agency for Healthcare Research and Quality Medical Card Initiative

Feedback



- Discharge Pharmacy (Meds2Beds) (Response Rate: 22%)
- VICC Survey - Patient Safety Learning Laboratory Research (Response Rate: 35%)
- Patient Meal Experience (Response Rate: 15%)
- Race, Ethnicity and Language Data (REAL) (Response Rate: 27%)
- VICC Survey – Cancer Value Model Patient Survey (Response Rate: 27%)
- Members provided feedback related to specific quality and patient experience metrics
- Members provided feedback to the new director for our PHP/IOP services
- Members provided feedback on potential new patient education materials, both in written and electronic format
- Members provided feedback to our new COO regarding overall facility operations
- Members provided feedback related to safety and security measures
- Provided feedback about how patients and families access the Ethics team

Partnerships



- ● ● Designated members participated in the Magnet appraisal process as a part of the panel session focused on community partnerships
- Hosted the VBH Chief Medical Officer to discuss various initiatives
- Partnered with the graduate medical education team to offer feedback and ideas about the 360-degree Review of Residents and Fellows

Quality Improvement



- Joined the skin integrity hospital acquired condition work group
- Participated in Age Friendly Initiative-Received Certification

Training



- ● Presented information and facilitated discussion with first year medical students on day 4 of their education

Work Groups/Committees



- Continued efforts by work groups related to resources and the use of technology

Volunteering



- Select members volunteered to participate in a research project focused on patient and family experiences in the healthcare system



JANICE SAVAGE

“Being a part of the council is a great way to offer the patient’s perspective and see results. Vanderbilt listens to and makes real improvements based on feedback from the council. Vanderbilt’s dedication to continual improvement is why people choose it over other facilities.”



GROWTH & FINANCE



left: Vanderbilt Wilson County Hospital first anniversary

below: Metro Nashville Public Schools Council meeting

bottom, left: Day 4 of Medical School with advisors participating from Monroe Carell Jr. Children’s Hospital at Vanderbilt and adult councils



Feedback



- MyRecoveryHealth Substance Abuse Bundles Naming Feedback (Response Rate: 19%)
- Research Invitation Feedback (Response Rate: 20%)
- Members provided feedback regarding the potential for developing additional services for targeted populations

Events



- Members participated in a Pillar Goal review session

Renovation/Expansion



- Recruited eight new members to the council
- Onboarded five new advisory council members

Training



- ● ● ● Participated in education session to broaden knowledge about pediatric rehab services and resources

Partnerships



- ● ● ● Collaborated with Marketing to create strategies to increase visibility of advisory councils and their work/value

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

“HE WAS PHENOMENAL.”

“Don – I can’t overstate how helpful your comments were on the call. They kept us focused on patient and caregiver’s needs.

I think you put the finger on the problem, that one-size does not fit all. So, we’ll just have to accept and do the best we can.

Thanks so much for forwarding your wife’s Med Sheet. I think that will be very useful in thinking about a somewhat different aid – a medicine tracker.

Don’t be surprised if I take you up on your offer to be of further assistance. We often need thoughtful people to provide input into our work.”

CINDY BRACH, Center for Evidence and Practice Improvement Agency for Healthcare Research and Quality



Don McSurley, Don consulting with the Center for Evidence and Practice Improvement at the Agency for Health Care Research and Quality





JASON MORGAN

“Being a part of the Council means I help influence and shape the patient experience by giving the patient and family’s perspective on a wide variety of topics. Our participation includes meeting regularly with management (including C-level) and our voices are not just heard, but encouraged across the organization’s culture. I’m proud to have been a part of the Vanderbilt Council for the past eight years.”

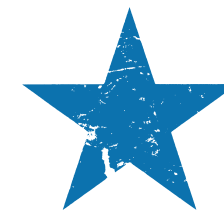


INNOVATION



JESSICA DAVENPORT

“Being a part of the Family Advisory Council has given me the opportunity to partner with the staff to help ensure that every child receives compassionate, appropriate and personalized care. It also has shown me that the staff, from administrators to service employees, truly care about the well-being of families. It is my privilege to be a part of the positive changes in the hospital.”



KATHY WOODARD

“It’s an honor to serve where my experiences can support a cause greater than me 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.”

Design Projects



- Developed a video to be used for the purposes of storytelling throughout the system
- Members participated in the development of communication strategies and collateral for the new Substance Use Disorder Bundle

Feedback



- Provided continued feedback regarding visitation policy primarily related to Covid 19
- Provided feedback about COVID vaccines or pediatric patients
- Music Therapy-Endorsed Proposal

Events



- Participated in VUMC Leadership Assembly to share a patient / family story
- ● ● ● Participated in the Patient and Family Advisor Summit and agreed on a joint goal for the coming year.

Partnerships



- Partnered with the Family Resource Center to learn about and participate in the Families as Classroom Teachers (FACT) and Families as Mentors (FAM) programs

Quality Improvement



- Expanded the pilot project related to the use of technology on the units to additional units

Training



- Each family advisor was provided with individualized, focused story telling coaching
- Volunteers assisting bedside update-suggestion to combine/update Welcome and Safety videos into one

Work Groups/Committees



- Continued work on additional electronic resource materials for patients and families and referral sources

- Advise Vanderbilt
- Behavioral Health
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LET EVERY VOICE



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VANDERBILT UNIVERSITY
MEDICAL CENTER

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Behavioral Health
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ADVISE VANDERBILT
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