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.
Advisors provided feedback on curriculum for School of Medicine.

Advisors serve on Nursing Quality Committee.

Advisors provided feedback on curriculum for School of Medicine.

Advisors rounded with the Vanderbilt University Hospital Chief Nursing Officer.

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

Two advisors participated in Women’s Health DesignShop.

Advisors participated in a Palliative Care focus group.

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.
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
Patient and Family prospective
Advisors presented patient and family perspective to over 1600 new Children’s Hospital employees.

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

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

Patient and Family Advisory Cabinet

Advisors participate on the VUMC Patient and Family Advisory Cabinet.

Patient and Family Steering Committee

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