Welcome!

The purpose of Town Halls is to offer an engaging communication format to share top topics, and to listen and learn from you.

Your ideas from these sessions are shared directly with senior leaders.
In a few moments, we want to hear wins from you. Be thinking about great things that are happening in your area. Here are some big wins:
Our Children’s After Hours clinics are making an impact on our region. Our most recent addition was Brentwood on Old Hickory Boulevard.

This is great because it:
• Brings Vanderbilt expertise to the communities in which our patients live; and
• Strengthens partnerships with community pediatricians by meeting needs after their offices closes and sharing notes to best care for patients.
We have a new way to get our patient’s advice on their consumer experience.

- **Advise Vanderbilt** is an on-line patient and family advisory board.

- This is allows us to expand the size and diversity of patients who advise us.

- **We’ve seen amazing response to our invitations:**
  - 6,500 patients signed up
  - 1,000 of which are patients who are also employees.

- We plan to interact with this community twice a month through surveys and newsletters.
We also want to recognize our award winners from this past quarter. Congratulations to the Elevate Five Pillar Leader Award, Carol Eck.
Also, congratulations to our Credo Award winners - Joseph Garafola.

[PRONUNCATION: GA (sounds like Gary) - A – FO – LA]
Laura Lee Culwell
[15 seconds – to mention all 4 award names.]

And Kaye Nickell
[5 minutes]

We want to hear some of your wins from your areas. What are your celebrations? Please share your name and area you work in, and your win – your reason to be thankful and celebrate.
We want to share 5 top topics with you

1. Our immunization policy
2. How we’re working to make care seamless
3. Updates on our VU-VUMC transition
4. Key initiatives that we are focusing on this year; and
5. Our goal alignment.
Our new immunization policy took effect this fiscal-year, and we were thrilled to have over 14K at the Flupalooza. As role models of preventative health and safety, our goal is to protect the health and safety of our patients and our community.

Three points:
• For new hires – immunizations required of all staff must occur before they start working.

• For current staff – immunizations or exemption approvals must occur by December 1. After December 1, staff without them will go on unpaid leave.

• During flu season, those with approved exemptions will have the ability to work by wearing a mask when in patient care areas.

There are FAQs online to answer a number of questions we’ve received about this new policy.
We have a number of efforts to make our care more seamless across the continuum so we can best serve our patients. One of the largest and most significant enablers in the coming years will be the transition to a new clinical IT platform. We want all our IT systems – from inpatient documentation to billing to outpatient clinic orders – to interact seamlessly.

Over the last 6 months, we’ve engaged over 750 persons from clinical, research, education and administration in the evaluation process. It will take us 2 years for implementation, and we will keep you updated.

We are currently recruiting 500 Ambassadors who are passionate about purposeful listening and open communication. For example, the Ambassadors will be the first to know updates about the new IT clinical system so they can help us improve our communications within VUMC. Ambassadors will also have access to professional development training in leadership and communication. You can learn more about being an Ambassador by attending an info-session posted through the Learning Exchange.
[30 seconds]

Where do we stand in the VU – VUMC Transition?

As we’ve said before:

- For 90% of this organization, you will feel very little, if any change from the restructure. Your pay stub will now say VUMC, and you will continue to receive the same benefits.
- About 10% are feeling a bigger change. Our administrative support teams, such as Finance, HR, and Legal – are doing very hard work during this dress rehearsal. We thank you.

The legal close will be in at the end of February, and we are working together to make the transition as smooth as possible.
What this transition means for VUMC…

- **More frequent** decisions by a smaller board

- **Better financing** that enables us to better invest in people, resources, and growth.

- **The same** education and research led by a world-class Vanderbilt faculty.

[30 seconds]

What this means for each of us:

- We will have a smaller board of 11 persons to meet more often.

- We will have better financing that enables us to invest in people, resources, and growth.

- Regardless of the legal entity you work for – VU or VUMC – this is financial reorganization, **not** an academic reorganization. We will remain all one VU faculty, all one medical school, one nursing school - with integrated academic programs.
We have 4 key initiatives to achieve our pillar goals this year. They are:

1. **Reducing the length of stay in our hospital.** We want to be able to say “yes” to more people who need our care. A 10% improvement in Length of Stay is equivalent to 55 extra beds. This is one way to say “yes” to more people who need our care.

2. **Increasing our procedure pipeline.** The procedure pipeline initiative is about increasing and ensuring access for our patients. If you recall ‘Advise Vanderbilt’ that I spoke about earlier we asked participants “what is one thing you wish we could fix?’ and one of the more common responses was about access to our services. We are diligently working this fiscal year to increase access for our surgical and procedural areas and this is both good for our patients and VUMC.

3. **We are improving our documentation and coding to accurately measure quality of care and make sure we are being properly reimbursed.**

4. **Investing in our People.** Without people, nothing else matters. You are the foundation that makes all of these possible. You are the primary focus. We want our people retained and engaged.
This fiscal-year we are focusing on goal alignment.

In the past, we used to be measured on how much we did and how much we cost. This is changing, and the measurement is shifting towards the quality of our work. We all are passionate about offering quality care to our patients. Our goal alignment will help us do this.

Here is how goal alignment works:

- VUMC sets Pillar goals.
- Our senior leadership then sets 5 goals.
- Every staff member will have 2 goals.
- There is alignment from the pillars, through our leadership team, to each person.
- Your manager will work with you to set your goals.
- A portion of your overall annual performance evaluation score will be based on the results of the goals assigned to you.
- This creates a direct tie to the pillar goals we need to achieve this year.

We will be a successful organization this year as we align our goals.
We now have time for questions.

Now, what questions do you have about the content today or any other question?
As you consider ways to thank your coworkers for their outcomes and their commitment, consider nominating them for one of our elevate awards

- The awards are Credo, Five Pillar Leader Award, and now the new Team award.

- The new Elevate Team Award will be given twice a year – November and May.

- Please go to the Elevate website to submit a nomination.
Here are upcoming events. Mark your calendars.

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<thead>
<tr>
<th>Event</th>
<th>Date</th>
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<tbody>
<tr>
<td>Submit goals in performance central</td>
<td>October 30</td>
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<tr>
<td>Open enrollment closes</td>
<td>October 30</td>
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<tr>
<td>Immunization Compliance</td>
<td>December 1</td>
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<td>Holiday Gift Giveaway</td>
<td>December 18</td>
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<tr>
<td>Credo &amp; Five Pillar Award Nominations</td>
<td>December 30</td>
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<tr>
<td>Team Award Nomination</td>
<td>March 30</td>
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Thank you so much for coming today.

In closing, we challenge you to Speak with each other and our patients in such a way that others love to listen to you.

Also, reach out to listen in such a way that other love to speak to you.

Thank you for all you do.