VUH/TVC Council Accomplishments
2009

- Clinic redesign recommendations
- Inpatient Admission Guide
- Surgical consent template revision to 5th grade reading level review/approval
- Improvements to valet parking – recommendations
- National Patient Safety Foundation – Council member presented at Community conference (Don McSurley)
- 4th International Conference on Family Centered Care- Council member presented with Chief Marketing Officer (Mary Ann Peugeot and Jill Austin)
- Improving the surgical experience- served as focus group to provide recommendations
- Falls prevention- served as focus group to provide recommendations
- Picker Institute Report- sited as a leading academic center for Patient/Family Centered Care. Council work was highlighted in report.
- Ethics foundational principles for an H1N1 pandemic plan. Reviewed/endorsed draft document.
- VMG strategic goals participated in nominative process to develop goals. Members participated in video that introduced each major strategy.
- Patient/Family Centered Care for Psychiatric Hospital- recommendation from a council member made to implement this initiative. It is now included in their strategic plan as a key goal.
- Vanderbilt Safety Council- now includes a member from this council
- How to have a safe clinic visit – core elements defined for signage
- Discharge video- council assisted in the development/approval of the script and participated in the actual video as patients.
- Patient/Family Centered Care website implemented
- Trauma Survivor Network website reviewed and endorsed
- One Hundred Oaks Patient/Family Advisory Council started. A founding member from this council went to the new council as an advisor.
- Personalized Medicine- the council served as a focus group for this term and concept. (Jill Austin facilitated)
- Review of Myhealth@vanderbilt training module and general recommendations for future versions of Myhealth.
- Myhealth@vanderbilt now has Patient/Family Council representation on their team planning group.
- Clinic test summary report- reviewed mock up for pilot and made recommendations
- Clinic kiosks- discussed effectiveness of check-in kiosks and made recommendations.

2010

- Rapid Response Team signage approval
- Vanderbilt gift/debit card – provided suggestions on how and where a Vanderbilt specific gift/debit card could be used and distributed
- Patient Education Design Shop has a Patient/Family Council representative.
- Picker Institute site visit- served as one of the three patient/family focus groups in the country for a study on what to include for “always events”
- Council chair, Mary Ann Peugeot, will participate in Picker meeting on “Always Events” with national leaders in health care such as AHRQ, National Quality Forum. (April 2010)
- Council chair, Mary Ann Peugeot, will co-present with David Posch, CEO VMG at the HCAPS national conference. (April 2010)
- Council members Dick Peugeot (VUH) and Diane Buckberg (OHO) will attend the community conference at the National Patient Safety Foundation Conference. (May 2010)

http://www.vanderbilthealth.com/centeredcare/