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MEDICAL CENTER

Engaging Patients and Families In Health Care: The Vanderbilt Experience

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Vanderbilt Medical Group and Clinics

Mary Ann Brown Peugeot, Chair VUMC
Patient/Family Advisory Council

Track: Joint CAHPS-SOPS Panel Session
Session: A Systems Approach to Patient-Centered Care
Date & Time: April 20, 2010, 4:00 pm
Track Number: Plenary 2

CAHPS Conference April, 2010



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2009 Statistics

Clinic sites	89
Clinic visits	1,434,500
Inpatient beds*	836
Hospital admissions	52,345
Full time Medical Faculty	1,908
Staff	9,525

*Includes Vanderbilt University Hospital, Monroe Carrel Jr. Children's Hospital, and the Psychiatric Hospital



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U.S. News & World Report America's Best Clinics

In 2009 *U.S. News & World Report* Ranked VUMC on the honor roll of hospitals at 16. Eleven specialties were singled out for distinction:

1. Audiology
5. Speech Therapy
9. Kidney
10. Urology
13. Cancer
15. Diabetes & Endocrine Disorders
16. Ear, Nose & Throat
16. Gynecology
17. Heart & Heart Surgery
18. Respiratory Disorders
32. Digestive Disorders





Patient and Family Advisory Councils

Vanderbilt Hospital and Clinics

One Hundred Oaks

Internal Medicine

Eskind Diabetes

Children's Hospital Family Advisory

Pediatric Advisory (children age 8-18)



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The Patient and Family Advisory Council is Seeking Volunteers...

www.VanderbiltHealthOneHundredOaks.com



Sample Agenda items

- Facility maintenance/facility planning
- Patient Safety
- Health literacy/patient education
- Operating systems such as Billing, Clinic redesign, Parking



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The Arrogance of Providers



Key Behaviors for Success



"The difference between listening and pretending to listen, I discovered, is enormous. One is fluid, the other is rigid. One is alive, the other is stuffed. Eventually, I found a radical way of thinking about listening. Real listening is a willingness to let the other person change you."

—Alan Alda



Key Behaviors for Success

- Executive Involvement
- Meaningful Dialogue: Listening and Engagement
 - Non-defensive explanation of why things are the way they are.
 - Provoke the question: How would you like it to be—How can we make it better?



Key Behaviors for Success Meaningful Work

- Organizational Strategy Formation—Patient Themes
 - What are the top issues/services you would like the VMG to solve by 2013?
- Feedback on Draft Strategic Plan
 - Link of Plan Goals to Patient Themes



Patient Themes

- Prompt service—seeing doctor on time
- Better communication with provider at home and at clinic
- Reduce time it takes to get an appointment
- Higher degree of standardization in clinics
- Diagnosis and instructions easy to understand



Strategic Plan Draft

Strategy 2:

Achieve Optimal Service and Care Coordination by Improving the Operational Efficiency and Effectiveness of the Vanderbilt Clinics through the Design and Implementation of a Consistent and Measurable Operating Platform that Meets Patient/Family Expectations, Simplifies Work Processes for Physicians and Staff, Supports Future Growth, and Creates an Environment of Innovation.



Strategic Plan Draft

Goal 2.1:

Redesign “Access Model,” people, processes & technology; **scope:** call management, pre-appointment work queues, whiteboard, staffing & productivity, and physician templates.



Strategic Plan Draft

Goal 2.2:

Redesign “Clinical Process Model,” people, processes & technology including systems to support personalized medicine; **scope:** specific goals, metrics, outcomes to be determined through design shop process with physicians, nurses, staff, support areas in the learning labs of the Urology Clinic and Vanderbilt Breast Center. Establish and implement a plan to spread methods developed in the learning labs throughout the VMG.



Meaningful Work

- Delivery of Strategic Plan to physicians and staff
- In the patients' own words
- Designing our work to meet patient needs
“It's who we are”



Video Clip # 1

- Consistency



Video Clip # 2

- Patient Outcomes



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Mary Ann Brown Peugeot, Chair VUMC Patient/Family Advisory Council



Interaction between the Administration and the Council

- Engagement
- Education
- Involvement
- Collaboration
- Empowerment



VUMC Council Website

VanderbiltHealth.com: For Patients and Visitors

Vanderbilt University Medical Center: For Employees, Researchers, and Students



Vanderbilt Patient & Family Centered Care

[What It Is & What to Expect](#)[Partnering Together For Safety](#)[VUH Advisory Council](#)[Children's Advisory Council](#)[One Hundred Oaks Advisory Council](#)[Primary Care Advisory Council](#)



An Innovative Approach....

Vanderbilt's Patient and Family Centered Care is an innovative approach to the planning, delivery, and evaluation of health care. It is grounded in mutually beneficial partnerships among our patients, their families, and their health care providers.

Our Commitment

The Vanderbilt University Hospital Patient and Family Advisory Council is committed to promoting a positive relationship between Vanderbilt University Hospital and the patients it serves. We promise to listen and to represent patient recommendations actively to Vanderbilt University Hospital leadership to promote quality health care.

Council Quick Links

VUH Council

- Membership
- Meeting Schedule
- Contact Information
- Members Only

Primary Care Council

- Membership
- Meeting Schedule
- Contact Information
- Members Only

One Hundred Oaks Council

- Meeting Schedule
- About Our Members
- Contact Information
- Members Only

Related Links

- Information for Patients and Families
- Institute for Family Centered Care
- National Patient Safety Foundation
- AHRQ
- Picker Institute





ONLINE SERVICES FOR PATIENTS





My Health at Vanderbilt – Patient Portal

Users see health
information on
the patient's
home page
based on age,
gender and
diagnoses from
the past year.

VanderbiltHealth.com: For Patients and Visitors

You are currently logged into MyHealthAtVanderbilt

[Log Out Here](#)



My Health at Vanderbilt



[Help: Using MyHealth](#)

Home Page For:

All Health Topics

- [View all Health Topics](#)

Hearing Loss

- [Overview of Hearing Loss](#)
 - [Types of Hearing Loss](#)
 - [Treatment for Hearing Loss](#)
- [\[more stories\]](#)

Be Healthy, Stay Healthy

- [Blood Pressure Screening](#)
 - [Breast Cancer Screening](#)
 - [Cervical Cancer Screening](#)
- [\[more stories\]](#)

Health News You Can Use

- [Vanderbilt-Ingram Cancer Center Opens New Chemotherapy Clinic](#)
 - [Vanderbilt University Licenses Cancer Cell Identifying Technology to DiaTech Oncologyder](#)
 - [Two Vanderbilt Epilepsy Efforts to Offer Answers about Complex Condition](#)
- [\[more stories\]](#)

Account Access

- [View others who have access to](#)

Messaging

- [Message Your Doctor's Office](#)

Clinical Record

- [View Your Clinical Record](#)

Appointments

[Request an appointment with](#)

- [Your Doctor](#)
- [New Doctor](#)
- [View Existing Appointments](#)

Billing

- [Ask a question about your bill](#)
- [View Account Summary](#)
- [View Insurance Information](#)

Account Maintenance

- [Update Secret Questions](#)
- [Change Email](#)
- [Change Password](#)
- [Personal Information](#)

Health Screenings

- [Peripheral Artery Disease! Are you at risk?](#)

Research Opportunities

- [Experienced surprising effects of medications? Tell us \(iPod drawing for participants\)](#)

Patient Resources

- [Information about a Doctor](#)
- [Healthcare Breakthroughs](#)
- [Quality of Care](#)
- [Maps & Directions](#)
- [Key Telephone Numbers](#)
- [Subscriber Agreement](#)





New Patient Handbook

Your well-being is our top priority.
Read the following tips to help keep yourself or your loved one safe.



KNOW YOUR MEDICATIONS

Tell us about allergies or bad reactions you have to food, medicines or dyes

Keep a list of your medicines with you

Vitamins and herbal supplements are medicines too

Tell us if your medicines do not look right

CALL — DON'T FALL

Ask your nurse if you are likely to fall

To avoid dizziness: Sit for a moment before getting up. Get your balance before walking

Wear non-skid shoes or slippers

Keep your area free of clutter

Why you may fall:
Illness

Unfamiliar surroundings
Medical equipment

Please check with the nurse before you get out of bed, go to the bathroom or get back in bed

We are here to help you. Please call us so we can help prevent you from falling



MAKE SURE WE KNOW YOU AND YOU KNOW US

Do you have an ID band?

Is the information correct?

Always show your ID band before you take medications or have a procedure

We will:

Ask for your name
Check your ID band
Wear our hospital badge

BLOOD CLOTS

Clots are prevented by moving your feet and legs and turning over at least every two hours

Every patient.
Every time.

HAVE A PROBLEM WITH YOUR CARE OR SERVICE?

If for any reason you are not happy with the information, care or service you are receiving, we want to know. If something is not going well, please tell us. Let your nurse know if you have a question or an issue about your care. If that is not resolved to your satisfaction, please contact our department of Patient Affairs at 322-6154 and they will be happy to help.

Asking is
the answer.



WASH HANDS

Handwashing is the single most important way to prevent the spread of infection

Be sure to wash your hands

Ask everyone who enters your room to wash their hands

WE WILL

Check your ID

Wash our hands

Explain everything

Mark on your body where your surgery will be

Be sure you agree on exactly what surgery is to be done

Always listen

Invite questions

Respond quickly when we hear you say something's not right!

Tell us
or tell
your
medic

Only
nurse
you
If you
pain m

FOR
If
some
right
medic
call
Resp
not

WE WILL
EVERY PATIENT. EVERY TIME.

CHECK YOUR ID

WASH OUR HANDS

Patient Handbook

YOU MAY TAKE THIS HOME WITH YOU

EXPLAIN

EVERYTHING

ALWAYS LISTEN

INVITE QUESTIONS



Vanderbilt University
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If something does not seem right to you, or you want further explanation, please **speak up**.

Speak Up!



Newly Revised Consent Forms

Before

CONSENT TO SURGICAL, MEDICAL, RADIOLOGICAL OR OTHER PROCEDURES

I. NAME OF PROCEDURE, RISKS, BENEFITS & ALTERNATIVES:

A. Procedure(s): _____

B. Specific risks include but are not limited to the following: _____

C. The procedure(s), benefits, and alternatives have been explained by: _____

D. The procedure(s) will be performed and/or supervised by: _____

E. Anesthesia/sedation may be required. Risks of anesthesia (if applicable) include but are not limited to: Severe blood loss, infection, damage to teeth, mouth, throat, or vocal cords, nerve damage, eye damage, drug reaction, slowing or stopping of breathing, loss of airway, failure of the anesthetic or sedation analgesia, cardiac arrest, risks that cannot be predicted, permanent disability or even death. (If not applicable or to be discussed by others, note in I.F. below)

F. Additional comments/information: _____

II. PATIENT CONSENT TO PROCEDURE:

A. I authorize the Vanderbilt University Medical Center (VUMC) to diagnose and treat my condition, and I authorize its doctors, nurses, residents and other trainees, technicians, assistants, or others assigned to my case, to perform important portions of surgical, medical, radiological and/or invasive procedures.

B. I understand my physician may request representatives from medical equipment companies to be in the room to support the use of equipment required for my procedure.

C. The following have been explained to me: The type of operation, treatment, or other procedure and also its purpose; its expected benefits and risks, and whether my doctor advises that I should have it. Alternatives to this operation, treatment, or other procedure, if any, and the risks have been explained to me.

D. I understand that I may require anesthesia/sedation, and if so, I authorize and consent to the administration of anesthesia/sedation.

E. I understand that during the operation, treatment, or other procedure, unforeseen conditions may be found that make an extension of the original operation, treatment, or other procedure advisable. I authorize and agree to this extension or other operation, treatment, or other procedure, as is advisable in the professional judgment of my physician(s).


F. I authorize and consent to the use, retention, donation or disposal of all tissues, materials, and substances that would normally be removed during the operation, treatment, or other procedure.

G. I understand the location of my procedure or surgical incision will be identified and/or marked on my body before the procedure.

H. I understand the explanations that have been given to me, and understand that there is no guarantee of results for the operation, treatment, or other procedure.

I. **BLOOD TRANSFUSION:** I understand that I may require transfusion of blood and/or blood products. I understand that the blood and blood products may include risks of fever and chills, allergic reaction with itching, hives, and rare severe allergic

After

 **Vanderbilt Medical Center**

CONSENT: OPERATION/PROCEDURE (SURGICAL OR INVASIVE)

This is a permission slip. Please ask any questions that you have.

This section is about the operation or procedure.

- You are having a/an _____.
- The person talking with you about the operation or procedure, and your options, is (fill in name) _____.
- The person in charge of doing and overseeing the operation or procedure is _____.
- There are always risks. For this operation or procedure, some of these risks include _____.
- You may need medicines that make part of your body numb, make you sleepy, or allow you to go all the way to sleep. This is so you do not feel pain and discomfort during your operation or procedure. Receiving these medicines may cause risks. Some of these risks are severe bleeding or getting an infection. It could harm your mouth, teeth, throat, vocal cords, nerves, or eyes. The sleep, numbing, or pain medicines may not completely work. You may have a reaction to these medicines. You may have a seizure, stop breathing, or your heart may stop beating. The medicines may cause permanent damage to your body or death. There may also be risks that are not known.
- Other notes: _____.

This section is for your permission to have the operation or procedure.

- I allow Vanderbilt University Medical Center (VUMC) and staff to treat me.
- The staff may include: doctors, nurses, residents and students. This staff may help to do important parts of my operation or procedure. The staff may also include technicians, assistants, or others. The doctor may ask others who do not work at VUMC to be in the room to support the use of the equipment.
- I know what I am having done. I know the reason I am having it done. I know the risks and benefits of it. I know the other choices that I have.
- I may need medicines to make me sleep without pain or keep me from feeling pain and discomfort during the operation or procedure. I agree to receive these medicines.
- During the operation or procedure, I may need something more done. I allow something more to be done if the doctor decides it is needed.
- Before my operation or procedure, the spot on my body may be marked.

MC #0001 (revised March 08)

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VANDERBILT UNIVERSITY
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**Taking the
Pulse of
the Patient-
Family
Experience
at
Vanderbilt**





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**Thinking
Outside the
Box to
Collaborate
with
Innovations
for Patient &
Family Care**





Conclusion

Keys to Successful Collaboration

- Align goals – putting patients, family, visitors needs first
- Create a continuous process of dialogue
- Encourage open exchange



Video Clip # 3

- Community of Healers