The next All Advisor Team Meeting is scheduled for Friday, September 23rd from 12:00pm to 1:00pm. A calendar invite will go out very soon.

We are thrilled to announce that members of the leadership team will be joining us to discuss the work currently being done around High Value Care.

After some really good discussion around what is being done to address the issues involving patient access to care at our June team meeting, spending some time on the High Value Care initiatives in September felt like a natural progression.

SAVE THE DATE

On May 19th, we gathered at the medical center’s Garden Atrium for a much needed celebration. This was first time in over two years that Patient/Family Advisors had the opportunity to connect in person.

Spring Advisor Celebration
By Lisa LeBlanc, PFCC Coordinator

Our hearts were so full following the in person gathering that allowed us to see (and even hug!) some members of our team for the first time in over two years. In the past, we’ve always held an Advisor Recognition event in the month of April. Prior to the pandemic, we would host a dinner and spend an evening celebrating the accomplishments and thanking our team for all of their far-reaching contributions in the Advisor role. After not being able to gather to celebrate in 2020 and 2021, we wanted a host a small event to recognize the efforts and accomplishments of an incredible group of patients and families. As a token of our gratitude, Patient/Family Advisors and guests received decadent donuts made by The Hangry Donut Bar, and were presented with small succulents to represent the new life and beauty that Spring brings. This event was a good reminder of how important it is to see our team members and to make time for connection and reflection. We hope to hold another in person event in the Fall.
CEO Search Discussion

By Lisa LeBlanc, PFCC Coordinator

With John Brumsted stepping aside as CEO of our health system on September 30th of this year, the Network Board of Trustees launched a national search for his successor. In May, Patient/Family Advisors met with members of the CEO search committee to provide input on the search process and to present the perspective of patients and family members when it comes to what is needed in the next CEO of the UVM Health Network. Advisors had the opportunity to review the CEO job description prior to the meeting and the discussion began with the group sharing which attributes in the description were the most important and why. Some additional questions that were asked in order to facilitate a productive discussion on the search included, “If you were meeting with the CEO candidates, what questions would you ask?”, and “When it comes to the patient and family member perspective, what do you feel is important for the search committee to keep in mind while meeting with candidates for the CEO role?” There were some common themes that developed throughout the conversation, an emphasis on prioritizing the patient and the importance of a healthy culture were at the top of that list. Advisors also expressed a need to focus on employee morale, indicating that, “the staff needs to be well cared for in order for the patients and families to be well cared for”. Additionally, the group hopes that the next CEO has experience with the Patient and Family-Centered Care model and that the next person in the role will spend more time with Patient/Family Advisors. Advisors also touched on the importance of serving all people in our community, and the need for more integration and collaboration throughout the network. I was so proud of the group of Advisors who were representing our patients and families, they so honestly and eloquently communicated what’s needed in the next CEO. Board Chair Allie Stickney, who is chairing the search committee, agreed with my sentiment and added that the comments from Advisors were extremely useful and will, “ring in my head as we go forward and interview”. Thank you to all who participated in the CEO search discussion.

ADVISOR RESOURCES

THE 2022 COMMUNITY HEALTH NEEDS ASSESSMENT (CHNA) REPORT FOR CHITTENDEN AND GRAND ISLE COUNTIES IS AVAILABLE!
Click here to read more about the CHNA process, partners, and to download the report and corresponding resources.

A very special thank you to Kate Purcell and Robyn Freedner-Maguire, our Patient/Family Advisors who served on the CHNA Steering Committee. We were thrilled to have you both representing the patient and family member voice and perspective, and the team was so grateful for your contributions throughout the process.

Patient/Family Advisors are invited to learn more and discuss the key findings and opportunities for community health investment, click here to register for a virtual 2022 CHNA presentation on July 28th from 10:00am to 11:30am.

VIDEO COLLECTION

For new Advisors or folks looking to increase their understanding and practice of patient and family-centered care, please checkout the links to the videos available online below:

PATIENT AND FAMILY-CENTERED CARE: WHY IT MATTERS AND HOW TO PRACTICE IT
PUTTING PATIENTS AND THEIR FAMILIES FIRST
PATIENT AND FAMILY-CENTERED CARE: MOMENTS THAT MAKE ALL THE DIFFERENCE
Thank you, Charlotte!
By Lisa LeBlanc, PFCC Coordinator

As many of you know, Charlotte Safran, PFCC Coordinator, transitioned from her half-time position working with the UVM Children’s Hospital to a full-time Health Equity Lead role with the Vermont Department of Health in early June. Charlotte was involved in the hospital’s move to patient and family-centered care from the beginning, and has been an integral part of that work continuing to evolve in her 6 years with the medical center. I know I am not alone when I say that this work is not the same without her. When I joined the team 4 years ago, Charlotte welcomed me with open arms and we quickly became quite the dynamic duo. Charlotte brought so much energy and passion to this work, always keeping patients and their families at the forefront of our focus. Charlotte has a huge heart and has a way of finding the beauty and bringing out the best in everyone she meets. She treasured her relationships with our Advisors, and formed tight bonds with the staff she worked so closely with at the Children’s Hospital. Charlotte left the organization a better place than when she started here, and patients and families will be positively impacted by her work for years to come. We thank Charlotte from the bottom of our hearts and wish her so much love and all the best in her next chapter.

Notes of Gratitude

Charlotte has been a absolute consummate professional to work with. Charlotte’s steadfast dedication to our patients and their families is impressive to see. Her work with the pediatric population and their families has been admirable to say the least. Charlotte recently joined the advocacy team as a per diem advocate and the team could not have been more honored to work with her. She applied her knowledge of the healthcare system to aid patients and family in navigating our complex system. She is an empath to the nth degree. I can speak on behalf of the Advocacy team and myself that it has been an absolute joy and honor to call Charlotte our colleague and friend. Best wishes to you Charlotte on your new journey!!!

Kelly Holland

Kudos, Charlotte and best wishes. Because I know some of the personal challenges you’ve faced over the past year plus on top of those imposed by COVID, we’ve been fortunate to have your continued presence, forbearance and always present with grace and comfort extended. The State of Vermont is lucky to have you...their gain is UVMCC’s loss! There is nothing more important right now than health equity in every sense of the word. Janice Clements

Charlotte, please know how much I enjoyed working with you, especially on our trip to the IPFCC meeting in Baltimore. Your caring spirit and dedication to those you work with are inspirational.

Kate Purcell

Charlotte, I knew from our first meeting that you were the best person for this position. And you were. Thank for your years of dedicated service to our patients and families. You have made a difference for all of us. I will miss you but wish you the very best with your new endeavor. I do hope to stay in touch. Best always, Sue Victory

You are a ray of light in every setting! Thank you to your never ending commitment to children and families and all you have done to amplify these important voices in all of our work. I know you will continue to make lasting and meaningful change in your new role (and am thrilled we are already finding ways to continue to work together!) All the best, Kristin Fontaine