

The Advisor

Patient- and Family- Centered Care Team Newsletter

SAVE THE DATE

The next **All Advisor Team Meeting** is scheduled for **Tuesday, March 16th from 12:00pm to 1:30pm.**

We are excited to announce that **Dr. Stephen Leffler, the medical center's President and Chief Operating Officer,** will be joining us to provide an organizational update.

The team meeting gives advisors the opportunity to connect, share what they are working on, find out more about opportunities to get involved, as well as receive team and organizational updates.

Thank you to all who completed the brief survey in regards to the timing of team meetings. Since there wasn't one time slot that worked best for the majority of the group, we will continue to rotate the time in order to accommodate varying schedules.

WORKING IN PARTNERSHIP

We recognize that the partnership between our patients, their families and our hospital staff play such an important role in improving the patient and family experience, and we'd like to use this newsletter to highlight and celebrate those contributions.

Empower

By **Charlotte Safran, PFCC Coordinator**

Maya Angelou wrote *"Do the best you can until you know better. Then when you know better, do better"*.

In 2015, a child with autism was admitted to our inpatient pediatric floor due to minor complications stemming from an outpatient surgery. An unfamiliar, sensory-rich, sometimes restrictive setting can feel overwhelming for children who have developmental delays; needless to say, the inpatient stay was difficult for the patient, the family and the team of providers. Prior to discharge, the patient's mother shared her perspective and ideas for how the experience could have been made better for her child and her child's care team. Soon after, a multidisciplinary team, including Patient/Family Advisors, was formed to support families of children with developmental delays and their providers in an inpatient setting. The project is titled **Empower**, the name serving as an acknowledgment that we seek to empower families and providers with the knowledge and tools necessary to provide the best care possible at UVM Children's Hospital.

Upon admission to Baird 5, patients and families will be asked 7 questions that will empower the care team and family to work together to support the unique needs of patients with a developmental delay. The answers to these questions will live in the child's electronic health record, allowing access to this integral information to all members of the child's care team. A member of the care team will then offer the patient and family a 'menu' of sensory tools which can be used throughout their stay to help distract, stimulate, or soothe. The availability of these special items, and the cart in which they are stored, was made possible through a generous grant from the Children's Miracle Network.

The Empower team has worked diligently on this project for over a year, and we are thrilled to bring it to fruition. We are grateful for the wisdom and knowledge we gain from our patients and families, and commit to continuing to do better, together.



Advisor Spotlight, Jane Bensimhon

By Lisa LeBlanc, PFCC Coordinator

Jane has been a Patient/Family Advisor for almost two years, however, my initial meeting with Jane over coffee (how I miss those in person coffee chats) feels like it could have been yesterday. I could've chatted with Jane for hours but quickly knew she would be an excellent addition to our group of advisors. Jane is five years out from a cancer diagnosis and subsequent surgery and radiation. She has had many positive care experiences but the negative experiences were the impetus to Jane pursuing the advisor role. Jane hopes that her work as a Patient/Family Advisor will "help ensure that medical experiences and encounters for all patients are more and more positive." Jane was involved with the hospital's new wayfinding and signage project, she has shared her experience with radiology and imaging and is a new member of the Patient/Family Advisory Council. Outside of her advisor work, she enjoys spending time her active five year old daughter and her husband, an anesthesiologist at the medical center. As a family, they enjoy cooking, hiking and going to the beach. Thank you for all that you bring to the advisor role, Jane!



Revitalizing the UVMHC Professional Advisory Group

By Nancy Wood, Manager of Spiritual Care

The UVMHC Professional Advisory Group (PAG) is a community advisory group charged with providing the UVMHC Clinical Pastoral Education (CPE) program with on-going consultation, support, and evaluation. The UVMHC CPE program is accredited by ACPE, the national leader in clinical spiritual care education. CPE units provide students with an interfaith, small group learning experience (between 3 and 8 students) in which they can develop their self-awareness and grow in their pastoral authority and competence. The PAG meets four times a year at the beginning and end of our CPE units – usually in March, June, August, and October. Currently, all meetings are held via MS Teams but we look forward to the time in the future when we can meet in person. We are in the process of revitalizing our Professional Advisory Group (the last meeting took place in 2017) and are looking for a few advisors interested in supporting our CPE program in this way. In addition to regular meetings involving oversight of our ACPE Accreditation, policies, and evaluation of our program, once it is safe to do so, we plan to invite PAG members who are able to join us for a breakfast at the start of each CPE unit; for interfaith services at the start and conclusion CPE units; and for exit interviews with our CPE students during the last week of their chaplaincy/spiritual care training. We plan to have our first meeting of the newly revitalized PAG in April. If you are interested in joining the UVMHC Professional Advisory Group or would like to connect with Nancy, please send an email to PFCC@uvmhealth.org.

RESOURCES



Links

- [Racism, Health and Creating Stronger Communities](#), Part 1 of a two part series by Marissa Coleman, PsyD, a staff psychologist and a member of the Equity, Diversity and Inclusion Steering Committee at UVMHC
- Institute for Patient- and Family- Centered Care (IPFCC) Upcoming Webinar
 - * **A COVID Year in Review: What We've Learned About Partnerships Across the Continuum**
 - * ****FREE**** March 11, 2021 from 12pm to 1pm
 - * Click [here](#) to register
- Also featured on the IPFCC website, checkout the latest commentary, [We've Been Here Before: Learning from the Lessons of the Past](#) by Liz Crocker