

The Advisor

Patient- and Family- Centered Care Team Newsletter

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.

SAVE THE DATE

The next **All Advisor Team Meeting** is scheduled for **Tuesday, September 28th from 4:00pm to 5:30pm**. A meeting invite will go out very soon.

We are excited to announce that **Peg Gagne, Chief Nursing Officer**, and **Mary Broadworth, Vice President Human Resources**, 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.

SUMMER EDITION 2021



It's Not Goodbye, It's See You Later!

By Lisa LeBlanc, PFCC Coordinator

We said 'see you later' to Amy Cohen, Director of Patient and Family Experience, as she transitioned out of her position at the medical center at the end of July. Amy began her affiliation with UVMCC first as a patient and a family member and next as a volunteer Patient/Family Advisor until she was presented with the opportunity to transition to a paid position that would allow her to develop and lead the patient- and family- centered care initiative. Amy worked to embed the principles of patient- and family- centered care across the organization and a major part of that work was the growth of our Patient/Family Advisor program. Amy is a visionary, an inspiring and dedicated leader, a valued partner and above all, just a really beautiful person and friend. She left the organization a better place after serving as Program Manager and eventually Director in this important work. We thank her from the bottom of our hearts and wish Amy and her family so much love as one chapter in their lives closes and another opens. We also hope to welcome her back to this work in an Advisor capacity at some point in the future (fingers crossed!).





WELCOME TO THE TEAM!

Meet Louise Barrow, Interim Director of Patient and Family Experience

How long have you been with UVMHC? What brought you to your original role and eventually to this interim director role?

I have been with the UVM Medical Center since 1989. Most of my time served has been at the Inpatient Rehabilitation Center as a staff nurse and in a leadership role. I have been open to new roles within the organization and have served as an Interim Nurse Director over the Medical Surgical areas and I have done long term coverage as a Nurse Manager on other Inpatient Units.

What is an example of patient- and family- centered care that you have been proud to witness or be a part of here at the medical center?

Years ago, I was part of a health care team that supported a patient in a beautiful way. We coordinated for this patient to leave for a few hours with a staff nurse to go to a nursing home to have the opportunity to spend a couple of final hours with his Mom and say good bye to her before she died. Staff recognized how important it was for this patient to be able to experience this. He was so distressed prior to seeing her knowing she was actively dying and that he was in the hospital.

What are some ideas that you are excited to bring to the PFCC program?

I have always valued the interpersonal connections and partnerships in my nursing practice with patients and families. I understand the feelings of being vulnerable and powerless in the face of an illness. I've been told by my colleagues that my strengths have been being a patient advocate by treating people with respect and dignity while focusing on involving patients in their own decision making. It has been the heart of my philosophy. I understand the complexity of health care and how it impacts patients and families. I hope to bring my rich experience and relationships to influence the Patient and Family Experience. I am honored to have the opportunity to serve in this role as the Interim Director of Patient and Family Experience.

What is your favorite summer activity?

On a personal level, I live in Saint Albans with my husband,— we have two young adult children named Daniel and Helen. I love animals and especially think our 10 year old Black Lab, Bella, is the best. We are a family who loves the lake. So favorite summer activity is being on the lake. You will find us swimming, fishing, boating, and enjoying sunsets.

RESOURCES



Links

- [If you Haven't Been Vaccinated Yet, Now's the Time](#)
- [Kids and Delta: Everything You Need to Know](#)
- [COVID-19 in School Children, Triage, Evaluation, Testing and Return to School](#)
- Institute for Patient- and Family- Centered Care (IPFCC) Webinar: *Better Together: Recommitting to Family Presence*, click [here](#) to view the recording

GET TO KNOW THE TEAM!

Charlotte Safran, PFCC Coordinator**How long have you been working at UVMHC?**

I have been at UVMHC (specifically, UVM Children's Hospital!) since September, 2015. My background is in education, and prior to this role I worked in the non-profit world: Janet S. Munt Family Room, Lund Family Center, Vermont Family Network. I was so lucky to connect with Amy Cohen when I worked at Vermont Family Network, and learned about the opportunity to become a PFCC Coordinator for the children's hospital. Given my personal journey navigating the health care system with my son, Lincoln, and my professional background working with families, Amy and Dr. First took a chance on me and here I am!

What is an example of patient- and family- centered care that you have been proud to witness or be a part of here at the medical center?

On a personal note, I have observed as Lincoln has gotten older (Gah! He's 14!) his providers at the Children's Specialty Center are really good about directing their questions and discussions toward Lincoln. This creates an opportunity for Lincoln to develop his voice as a patient, and also is a wonderful, developmentally-appropriate way for the care team to show respect for Lincoln.

What are some ideas that you are excited to bring to our PFCC program?

I am so excited to continue developing our PFCC program in partnership with Lisa. (Under Louise's wonderful direction!) Lisa and I are committed to creating space for our BIPOC patients and families to feel heard. I am really looking forward to seeing what themes will emerge from that work.

What is your favorite summer activity?

Riding my bike with my three boys all around Burlington, but especially to Church St. to grab pizza and peruse Phoenix Books! Swimming in pools is a close second. (I don't like seaweed or any other slimy organisms.)

Lisa LeBlanc, PFCC Coordinator**How long have you been working at UVMHC?**

Before this role, my career has been in the Human Resources field. I worked with the Benefits team at the hospital for three years and although I loved supporting medical center employees, I was drawn to the idea of working with patients and families. I've been in my current role for three years now as well and working in patient and family experience has been such a dream - I can't imagine doing anything else!

What is an example of patient- and family- centered care that you have been proud to witness or be a part of here at the medical center?

I have witnessed patient and family stories that have changed the way people think and ultimately, changed the way we do things at the medical center. I am constantly in awe of the strength our Advisors show when sharing their stories.

What are some ideas that you are excited to bring to our PFCC program?

I think there is so much opportunity when it comes to peer support programs. Patients and families find so much comfort from shared experiences and I am very excited to help build programs around forming those connections.

What is your favorite summer activity?

Outdoor live music with friends and family is one of my favorite things in the summer. It just fills my heart to see people singing and dancing in a beautiful setting! And my kids have gotten really into berry picking so that has been fun as well!



SUMMER Fun 2021

Camp with my grandsons!

-Barb Toof



We had a magnificent family reunion in Ocean Park, Maine with 35 relatives traveling from the Mid-west! (Even my bad case of shingles couldn't dim the joy and love we shared!

-Charlotte Safran



This summer has found us so (too?) busy- reconnecting with friends, gardening, golfing, e-biking, Bridge in person, family visiting, outdoor concerts, a graduation, a wedding and meetings. I have been to 3 "Celebrations of Lives" and have one more to go. I am in need of more quiet home time and just finally am doing it!

-Millie Merrill



I am really enjoying my new deck/porch on the front of our summer residence in Grand Isle. I am enjoying the view of Cooper's Bay and Savage Island with Mt. Mansfield in the background!

-Andrea Desautels





Learning how to golf and keeping up with time on the lake!!

-Patti Tomashot



I've been spending a lot of time with grandchildren. Biking, kayaking, swimming, walking, etc. Great summer!

-Richard Smiles



Family time has been so special to me this summer, especially a trip out to Colorado with my whole family who had not been all together in two years! Sadly, my kiddos got sick and were not able to make the trip. We will just have to do it again soon!

-Lisa LeBlanc



I've finally created my dream garden this summer.

-Susan Melcher