SAVE THE DATE

We will be hosting an in-person event at the hospital to celebrate our Patient/Family Advisors and the commitment, wisdom and passion that you all bring to this work. We have set a date for this event in May, please be on the lookout for a formal invitation coming soon.

We are also excited to announce that Bradley Krompf, Executive Director of the UVMHN Medical Group, and Scott O’Neill, UVMHN VP of Access & Service, will be joining us for our All Advisor Team Meeting on June 10th from 12pm to 1pm, to discuss the work being done around patient access. Please mark your calendars and keep an eye out for the meeting invite!

HELLO SPRING

Spring: a lovely reminder of how beautiful change can truly be.

Care Coordination Summits
By Charlotte Safran, PFCC Coordinator

UVM Children’s Hospital Patient/Family Advisors, physicians, social workers, and staff have been actively involved in the planning and implementation of two multi-stakeholder Care Coordination Summits, convened by the Vermont Child Health Improvement Program (VCHIP). Recognizing that there has been significant energy around this work in the past, VCHIP sought to create space to discuss the current and future landscape of care coordination across Vermont. Below is a concise summary of the vision, goals, and process utilized for the Summits:

- **Vision:** to bring together healthcare professionals, organizations, patients, families, and other stakeholders around a shared vision for improving and uniting care coordination efforts for children and youth with special health needs

- **Goals:** to assess the current landscape of care coordination systems for children and youth with special health needs in Vermont; and to partner with stakeholders in order to gain consensus of the role of the group, gain consensus of priority areas to address, support shared learning and identification of improvement strategies, and to agree on evaluation and measurement strategies

- **Process:** using several approaches to understand the current care coordination system, partners from Vermont Department of Health and the UVM Children’s Hospital began to explore data, identify stakeholders, facilitate conversations with key stakeholders, and review past improvement efforts

Applying data gleaned from a pre-engagement survey, listening sessions with Patient/Family Advisors, and real-time breakout sessions, participants identified four key priority areas for improvement. Moving forward, VCHIP will continue to hold space on a monthly or bi-monthly basis for this work to continue. Thank you to our UVMCH Patient/Family Advisory Council - and a special shout-out to Amelia Briggs and Caroline Dahlstrom - who have been actively engaged for over a year in informing our work around care coordination.
New Advisor Spotlight
Meet Ashley Day!
After a decade in NYC, Ashley moved to Vermont 6 years ago to improve her quality of life by being out in nature as much as possible. Her daily walks and hikes were uninterrupted throughout a 2021 cancer diagnosis and subsequent treatment that included surgery, radiation, and chemotherapy, and the walks played an important part in her recovery. Ashley became an advisor to give back to the institution that cared so well for her as a patient and to also provide the perspective of a caregiver. She hopes her professional experience in customer experience and product design in the nonprofit and healthcare arenas can aid in that effort. Welcome to the team, Ashley! We are thrilled you’ve joined us!!!

UVMMC Ethics
By Lisa LeBlanc, PFCC Coordinator
Even if you haven’t worked directly with our Clinical Ethics Department at the medical center, their work has most likely impacted your care in many different ways. UVMMC Ethics works to support patients, families, and employees in a variety of ways, including:

- Advising clinicians and others on the bedside decision-making through their consultation service
- Leading and supporting efforts to develop ethical health care policy within our institution and in the surrounding area
- Conducting educational outreach in dozens of settings
- Providing ad hoc input to groups and individuals confronting challenging decisions

Additionally, the Ethics Committee was established as a joint committee of the medical staff and hospital administration, with the purpose of reinforcing, clarifying, and promoting clinical, organizational, and business practices and policies which reflect the organization's mission, vision, and values. When asked about the value of the Patient/Family Advisors who are part of the Ethics Committee, Tim Lahey, Director of Medical Ethics, shared, “Beyond the day-to-day bedside work of our consultative service, we help the institution develop preventive approaches to recurrent ethics challenges, and to structure policy that takes into account not only clinician perspectives but also those of patients and their loved ones. The Patient/Family Advisors who sit on the committees doing that work lend not only wisdom to our thinking but also help us make sure the needs and preferences of the people we serve are always part of institutional decision-making.” Kathy Leahy and Betsy Lawrence, our Advisors on the Ethics Committee, are not only an integral part of the team but get a lot of this work as well. When asked about her experience as an Advisor, Kathy shared, “As a member of the Ethics Committee, I’m continually impressed by the staff’s thoughtful, unbiased review of all perspectives when approaching a vast array of complex ethical dilemmas. I feel grateful and reassured knowing that this remarkable resource is available to our community, inclusive of patients, families, and healthcare providers.” Betsy had similar sentiments and added, “The committee members are always interested in listening and considering the experiences of the Advisors on the committee, and I feel privileged to be a part of the team.” Thank you Kathy and Betsy for the passion you bring to this incredibly important work. Click here for more information on UVMMC Ethics and requesting an ethics consultation.

DIVERSITY, EQUITY AND INCLUSION

Resources for Deeper Learning

- Beyond Do No Harm: Elevating BIPOC Voices in Social Determinants of Health Interventions
- A Values-Based Approach to Participatory Engagement of BIPOC Communities