Historically, the processes of health care have been designed around the health care enterprise. It is clear that engagement and outcomes improve when the processes of health care are designed around the needs of patients and their lifestyles to create memorable experiences. We will iteratively redesign health care to touch our patients and their families continuously, whenever or wherever they need us, with the aim of addressing their needs within the flow of their daily lives. Furthermore, defining personalized care and evoking memorable experiences for our patients offers us a clear competitive advantage - it builds a reservoir of positive memories that over time can generate loyalty.

**CAPABILITIES TO DEVELOP**

- Self-service tools for health improvement, access to care and engagement in care.
- Working to enroll all VUMC patients in MYFA to increase patient engagement with their care teams.
- Implementing online scheduling for return appointments.
- Launching VUMC Health On Call, a Medical Center innovation that uses a smartphone app allowing patients in Davidson County to order a home visit from a VUMC nurse practitioner.
- Accessible regionally integrated patient-centered health care systems to bring Vanderbilt to people where they are.
- VUMC operating and providing clinical services at 16 retail health clinics within Walgreens stores located across Middle Tennessee on Nov. 14, 2017, and now managing over 120 walk-in and urgent care centers in central Tennessee.
- Expanding the Vanderbilt Health AffAir Network (VHAN) to more than 6,700 clinics in 13 health systems with 67 hospitals in 5 states, caring for over 350,000 people through partnerships with insurers.
- Implementing telehealth to provide access to care and consultation remotely. Programs include real-time unscheduled visits for acute illnesses or injuries transmission if still images from the patient’s location to a specialist for diagnosis and treatment, clinician-to-patient encounter allowing the patient to be in a different location than the clinician, and system-to-system services for another entity that want to buy VUMC services.

**CAPABILITIES TO ENHANCE**

- Our collaborative culture to be inclusive and to express empathy and compassion in all interactions.
- Incorporating empathy-mapping into VUMC lean events.
- Training VUMC community in unconscious bias (UCB) and added UCB-sensitive metrics to patient satisfaction surveys.
- Developing VUMC wide climate policies and processes on uncivil behavior and how to respond. Programs rolled out in process include sexual harassment and Patients’ Rights and Responsibilities.
- Coordination of clinical teams and systems to close gaps in care and set a new bar for safety, reliability and effectiveness.
- Developing and scaling consistent processes to improve quality, experience and cost for defined patient populations. Examples include population health pay for performance (PHP) metrics and adult enterprise value bundles.
- Developing processes to identify and communicate the patient’s health team, their role in the team, their relationship to one another and their status (on/off).
- Developing processes to capture administrative and patient reported data digitally in the right workflow, from the right person, at the right time, and make the data accessible with the right context in eCares and My Health at Vanderbilt (MHAV).
- Developing processes to create shared care plans collaboratively with the patient. They may include the patient’s goals, needs and preferences, and track past challenges and future goals for treatment and well-being.
- Developing processes to leverage predictive analytics and artificial intelligence to embed validated, predictive process and decision support into VUMC workflows to improve safety, efficiency, and after the course of disease or presence health.
- Developing processes to leverage pragmatic effectiveness trials to design, test and deploy interventions in real-world operational settings with feedback and update loops.
- The structure of the Patient Care Centers (PCC) to coordinate multidisciplinary care for conditions managed by VUMC.
- Defined the PCC structure, documents rights and management processes.
- Convened stakeholders to develop a strategy and structure for adult Davidson county primary care.
- Developing a VUMC standard for integrated practice units, patient-centered structures to care for a cluster of conditions that requires a multi-specialty team to improve outcomes and reduce cost. Examples include Medicine PCC - Endocrinology diabetes center; Women’s Health PCC - Fetal Center; Maternal Cardiac Clinic; Gynecology Clinic; Pulmonary- Oxygen Dependency Syndrome, DKA Diagnoses Center.
- Opportunities for partners to participate in research and learn how to improve their health and engage as partners in care.
- Developing the Person-centeredness of Research Scale to assess the degree to which research reflects the needs, values and priorities of patients, families and communities.
- Launching the NIH’s All of Us Research Program Engagement Grant to include participants as partners in the oversight, governance design and implementation to ensure it is inclusive, relevant and culturally sensitive to diverse communities and everyday people.
- Personalized medicine to integrate social, behavioral and environmental factors with the full range of molecular characteristics.
- Framing the concepts of The Vanderbilt Inventory, a repository of all data sets needed to support whole person precision medicine, and Whole Person Visual Risk Displays to help clinicians and patients assess options.
- Convening the Clinical Genomics Strategy Session to identify the path forward toward a vision where all clinicians at VUMC have the ability to counsel and, as needed, refer, their patients regarding germline risk and drug selection.
- Population health by engaging in cross-sector community partnerships to improve community health and well-being.
- The Maharam-Vanderbilt Alliance (VWA) convening the Community Health Worker Collaborative, a group of organizations focused on advancing the Community Health Worker (CHW) profession in Tennessee.
- Developing the Community Engagement Studio Toolkit.