BACKGROUND

Patient and family-centered care is working “with” patients and families, rather than just doing “to” or “for” them. The Institute of Patient and Family-Centered Care defines patient and family-centered care as an “approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among health care providers, patients, and families. It redefines the relationships in health care by placing an emphasis on collaboration with people of all ages, at all levels of care, and in all health care settings. In patient- and family-centered care, patients and families define their “family” and determine how they will participate in care and decision-making.”

The Vanderbilt-Ingram Cancer Center (VICC) strives to develop and implement strategies that are conducive for the successful planning, delivery, and evaluation of patient and family-centered care throughout the VICC clinical enterprise.

ASSESSMENT

Input from different advisory groups are used to improve clinical delivery models and influence basic, clinical, and population-based research.

ASSESSMENT

Satisfaction surveys increase identification and understanding of patient experience trends.

VUMC ALIGNMENT

VICC Representation:
- VUMC Patient Experience Committee
- VUMC Patient Engagement Committee
- Alignment with VUMC Patient and Family Advisory Councils

FUTURE DIRECTIONS

Development of VICC Patient and Family Advisory Council

Enhance and Expand Services:
- Cancer Patient Education
- Patient Navigation
- Practice Transformation
  - End of Life Care – Telehealth – Emergency Care

PROGRAMMING

Navigators
Extended Hours Clinic
Psych-Oncology Program
Lodging Coordination
Social Work
Volunteer Program
Pet and Music Therapy
Financial Counseling
Supportive Care Clinic
 Palliative Care
Nutrition Counseling
REACH for Survivorship
Tobacco Treatment Service
Patient & Family Resource Center
Expressive Arts Program
Educational and Support programs
Osher Center for Integrative Medicine
Valet

Expressive Arts Programming

Comprehensive, free educational resources and programs

Clinic Volunteers
- Infusion Clinic
- Patient and Family Resource Center
- Registration Greeters
- Welcome Pilot
- OTR?

Pet Therapy
- Infusion
- Breast Center

Musical Volunteers
- Weekly volunteers
- Music care on Call
- Special Groups

Annual Survivorship Celebration to be held
October 13, 2019