



Veteran and Family Advisory Council Highlights

2010 Review

Issue	Progress	Noted Roadblocks	Outcome
New enrollee packet	Piloted new materials	Standard printing of cover letter; lack of capability to change My HealtheVet	<ul style="list-style-type: none"> Added "My Top Three Health Concerns"; simplified wording on forms
Signage and way-finding for new facilities	On-going	Long range planning	<ul style="list-style-type: none"> In process
Peer-led patient education program for chronic health problems	6-week trainings offered twice		<ul style="list-style-type: none"> 6-week training started at PAD with one Council member participating
Service Level Patient Advocate Program	Various outreach/promotion activities		<ul style="list-style-type: none"> Patient advocate tables during Customer Service Month Photos of Service Level Advocates to be displayed on units Flyers created to build awareness
Volunteer coffee room	Floor and trash continues to be inconsistently cleaned	Contractual service	<ul style="list-style-type: none"> Management worked closely with Contract Service and informed of need to maintain area; key to area secured by Contract Service Room has been cleaner.
Outreach to homeless	Informed of program and suggestions offered		<ul style="list-style-type: none"> Outreach workers now carry information for family members
Identifying priorities from the health care system strategic plan	Four priority areas identified: improve Veteran satisfaction, enhance workforce development, increase organizational efficiencies, be known for excellence		<ul style="list-style-type: none"> Guiding issues brought before the Council, as well as identifying potential committees for council member participation
Designing a more Veteran and family friendly website	New page on Veteran and Family Centered Care; reviewing pages on website	Numerous people involved in making decisions/changes; MyHealtheVet Nationally directed	<ul style="list-style-type: none"> New page created for Veteran and Family Centered Care under "Paths to Excellence" Information about Providers added to the website



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Health Education website and resources	New webpage	Lack capability to add streaming videos	<ul style="list-style-type: none"> • Electronic version of health education newsletter now available; website updated
Main lobby furniture selection for Bldg. 100/101	Request for ottomans; suggestions include: couches with arms; enhancement of atrium area; indoor fountain; live plants.	Selections pre-determined; concern about on-going staffing necessary to care for plants and maintenance for fountain	<ul style="list-style-type: none"> • Ottomans ordered and expected by May, 2011
Patient Safety	Suggestion to preface request with statement: "For your safety" or "for your protection" we ask for your date of birth, social security OR full name. Patient Safety concerns: suicide, hand washing, expired medications, phlebotomists wiping arms sufficiently	Policies need to be reviewed prior to any practice changes ; under review in Quality Management	<ul style="list-style-type: none"> • Staff reviewing patient-identifier policy • Launching new hand hygiene campaign: <i>"Ask me if I have washed my hands"</i> • New healthy meals promoted with flyers/posters, well-received
Healthy hospital meals	Suggestion to create a promotional campaign for making healthier food choices		<ul style="list-style-type: none"> • New menus have been positively received by patients • New posters highlighting menu changes created and posted



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Kiosks/Wireless Internet Access for Veterans & Family Members	Wireless access for patient/family usage in Fisher House & Bldg 7 on Palo Alto campus	Waiting for National rollout of new upgraded kiosks	<ul style="list-style-type: none">• Wireless access now available in certain areas
Cultural competence of staff	Discussed policy mandating English spoken in the workplace; some difficulty understanding staff, especially during the evenings/nights; suggestion for staff to wear small flags indicating cultural background staff can wear to indicate cultural background or languages they speak		<ul style="list-style-type: none">• Added an “English in the Workplace” component to the EEO staff education trainings• Initiated a campaign to advertise the Language Line interpretation and translation services throughout the health care system• Staff conference to promote cultural awareness in the planning stages
Courtesy and Phone Etiquette	Multiple discussions about efforts to improve phone etiquette and courtesy of all staff		<ul style="list-style-type: none">• Scripts under review

