

2012 Highlights Veteran and Family Centered Care



Veterans, family members and staff working together to improve Veteran experience and clinical care at VA Palo Alto Health Care System

Veteran Experience

- ❖ **Revise and update patient education materials**



- ❖ **Improve customer service with phone etiquette training**
- ❖ **Reduce hospital noise levels**
- ❖ **Expand lab hour options at outpatient clinics**
- ❖ **Create welcoming environments**

- ❖ **Improve communication about hospital cleanliness**

Clinical Practice

- ❖ **Develop resources to support active participation in health care and shared decision making**



- ❖ **Support patient safety initiatives, including reducing falls and improving hand washing practices**

- ❖ **Promote simulation-based communication trainings for nursing staff**
- ❖ **Improve information and instructions during hospitalizations**
- ❖ **Expand health promotion and disease prevention information**

In promoting Veteran and Family Centered Care, we seek to learn what is important to Veterans and their family members, and partner with them to improve patient outcomes and experiences.

Listen...Ask...Partner