

# Veteran and Family Centered Care

---

## 2011 Accomplishments of the Veteran and Family Advisory Council

### **Review and suggestions on hospital materials:**

- Hand hygiene bedside tent cards for patients
- Patient Aligned Care Team (PACT) informational cards
- Patient and Family Rights and Responsibility brochures
- Departure Lounge Form
- Housekeeping cards indicating patient rooms have been cleaned

### **Contributions of perspectives on initiatives and programs, including:**

- Components of good phone experiences—courtesy and etiquette
- Reducing inpatient noise levels
- Suggestions for ways to educate and inform about Advance Directives
- Advising about increasing lab hour options in outpatient clinics
- Options for displaying Veteran artwork in facilities
- Creating a more healing and welcoming environment in waiting areas and lobbies
- Improving way-finding/signage
- Providing additional waiting area options by adding pharmacy boards in additional lobby areas
- Improving the outdoor area to promote usage of the atrium by patients and families
- Develop more personal check-in process
- Providing ideas for ways to improve the pre-operative waiting experience, including changes that would allow for support individuals to be with patients until the time of surgery
- Suggesting ways to create comfortable reading spaces in facilities and increase the usage of the library by Veterans and family members

### **Veterans and Family Members on Committees & Workgroups**

- Veteran Health Education Committee
- Veteran and Family Centered Care Staff Education Workgroup
- Veteran and Family Centered Care Steering Committee

### **Veterans and Family as Presenters**

- Presentations at Surgical Resident Orientation
- Presentations at VA Palo Alto Health Care System new employee orientations