



# Highlights of Veteran & Family Centered Care

Here are a few of the changes that have been implemented by Veterans, family members and staff working together to make improvements for VA Palo Alto Health Care.

- ❖ Staff communication trainings to foster active listening & empathy

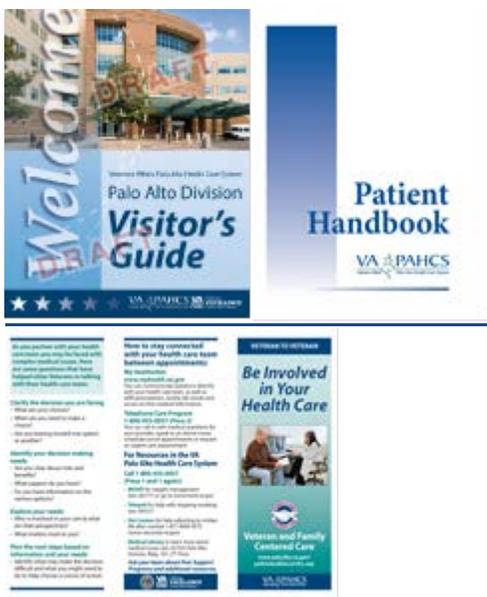


- ❖ Purposeful rounding & nurse-to-nurse handoffs to promote patient safety & increase patient/family involvement



- ❖ Improve hand washing practices
- ❖ Staff trainings to improve customer service

- ❖ Informative patient education materials



- ❖ "Get to Know Me" poster for patients in the Intensive Care Unit

- ❖ Patient real time feedback gathered to drive system improvements

- ❖ White boards for inpatient rooms to facilitate communication between patients, family members & staff



- ❖ Curb cutouts on sidewalks of the Palo Alto parking lot for wheelchair access

- ❖ Extended lab hours in San Jose CBOC

- ❖ New family lounges created in the hospital



- ❖ Military culture awareness trainings

