

## Is being a patient and family advisor right for you?

It is a good match with your skills and experiences if you can:

- Speak up and share suggestions and potential solutions to help improve clinic care for others.
- Talk about your experiences as a patient or family member while also thinking beyond your own personal experience
- In discussing your experience, share what went wrong, well and what could have been done differently
- Work well with others that have a different perspective or background
- Actively listen to others
- Bring a positive attitude to discussions
- Keep any information you may hear as an advisor private and confidential

## For more information about:

- being a patient and family advisor,
- becoming an advisor
- or how to apply

### E-mail:

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Join us! With your perspective and assistance, we can work together to make our clinic the best it can be!



U.S. AIR FORCE

## 51st Medical Group

## Become a Patient and Family Advisor

Working Together to Help Improve Our Clinic!



## What is a patient and family advisor?

A patient and family advisor is someone who:

- Wants to help improve the quality of our clinic's care for all patients and family members
- Gives feedback to the clinic based on their experience as a patient or family member
- Helps us plan changes to improve how we take care of patients

Patient and family advisors provide a voice that represents all patients and families of patients who receive care at the 51st Medical Group.

## Why should you become a patient and family advisor?

Did you think there were things we could have done better when you or a family member were provided care?

Do you have ideas on how other patients and families can get the best care possible?

At the 51st Medical Group, patient and family advisors provide ideas and feedback to help us improve the quality and safety of patient care.

## Who can be a Patient and Family Advisor?

You can be an advisor if you receive or have received care here.

**You do not need any special qualifications to be an advisor.**

We value your experience and will provide you with any other training that you need.

## What do Patient and Family Advisors do?

If you are an advisor for the 51st Medical Group, you can help us in the following ways:

- **Share your story.** Advisors help by talking about their health care experiences with nurses, doctors, and other clinic staff.
- **Participate in discussion groups.** Advisors tell us what it's like to be a patient at our clinic and what we can do to improve.
- **Review or help create educational or informational materials.** Advisors help us make materials (forms, health information handouts, and discharge instructions) easier for all patients and family members to understand and use.
- **Work on short-term projects.** Advisors are sometimes asked to assist us in completing projects.
- **Serve on a Patient and Family Advisory Council.** An advisory council consists of patients and clinic staff. The council discusses and plans changes to improve clinical quality and safety.