

Is being a patient and family advisor right for you?

Being a patient and family advisor may be a good match with your skills and experiences if you can:

- Speak up and share suggestions and potential solutions to help improve care for others.
- Talk about your experiences as a patient or family member – but also think beyond your own personal experiences.
- Talk about both positive and negative care experiences and share your thoughts on what went well and how things could have been done differently.
- Work with people who may be different than you.
- Listen to and think about what others say, even when you disagree.
- 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:

To get more information about becoming an advisor at Dartmouth-Hitchcock Manchester or to find out how to apply:

Call: Mary Ann Aldrich
(603) 629-1732

Email: Garrie A. Stoutimore
Garrie.A.Stoutimore@hitchcock.org

Together we can work to make Dartmouth-Hitchcock Manchester the best it can be!



This program has been developed in collaboration with New Hampshire Family Voices with funding from Special Medical Services and NHDHHS.

Adapted from a tool created by:



Becoming a Patient & Family Advisor

Join our team of healthcare heroes and work with us to improve the quality of care for our patients.



 **Dartmouth-Hitchcock**
MANCHESTER

What is a patient and family advisor?

A patient and family advisor is someone who:

- Wants to help improve the quality of health care for all patients and family members
- Gives feedback based on his or her own experiences as a patient or family member
- Helps us plan changes to improve how we take care of patients
- Works on either short or long-term projects
- Volunteers his or her time (usually 1-3 hours per month)

Patient and family advisors provide a voice that represents all patients and families of patients who receive care at Dartmouth-Hitchcock Manchester.

Advisors partner with doctors, nurses, and administrators to help improve the quality of care for all patients and family members.

Why should you become a patient and family advisor?

When you or your family member visit Dartmouth-Hitchcock Manchester, do you think there are things we could do better?

Do you have ideas about how to make sure other patients and families get the best care possible?

Do you enjoy working as a part of a team?

Who can be a patient and family advisor?

You can be an advisor if you or a family member is a currently receiving care at Dartmouth-Hitchcock Manchester.

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

What's most important is your experience as a patient or family member. We will provide you with any other training you need. All advisory council members complete volunteer training, and an orientation to serving on an advisory council.

What do patient and family advisors do?

As an advisor for Dartmouth-Hitchcock Manchester, you can help us in the following ways:

Share your story. Advisors help by talking about their health care experiences with clinicians, staff, and other patients.

Participate in discussion groups. Advisors tell us what it's like to be a patient, and what we can do to improve care.

Review or help create educational or informational materials. Advisors help review or create materials like forms, health information handouts, and discharge instructions. Advisors help us make these materials easier for all patients and family members to understand and use.

Work on short or long-term projects. We sometimes ask advisors to partner with us in making improvements — for example, helping to plan a family resource room.

Serve on a patient and family advisory council. An advisory council discusses and plans changes to improve the quality of care. Members include patients, family members, and staff. The council meets 9 months out of the year. Meetings last 1 ½ -2 hours.