

Is being a patient and family partner right for you?

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

- Speak up and share suggestions and potential solutions to help improve the patient experience 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 a partner private and confidential

To get more information about becoming a Patient Partner at Lake Region Healthcare or to find out how to apply:

Call: Kathy Lehn, Patient Experience Specialist
at 218-736-8615

Email: kmlehn@lrhc.org

Visit us at: www.lrhc.org

Join us! Together we will improve quality, safety and the patient experience at Lake Region Healthcare.



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Become a Patient and Family Partner

Partnering With You
To Help Improve Your
Healthcare Experience



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What is a patient and family partner?

A patient and family partner is someone who:

- Wants to help improve the quality, safety and the patient & family experience.
- Gives feedback to Lake Region Healthcare 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 with the Lake Region Healthcare for either short- or long-term commitments, depending on the project
- Volunteers his or her time typically (usually at least 1 hour and not more than 4 hours per month)

Patient and family partners provide a voice that represents all patients and families who receive care at Lake Region Healthcare.

They partner with providers and staff to help improve the experience of care for our patients and family members.

Why should you become a patient and family partner?

When you or your family member used our services, did you think there were things we could have done better?

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

At Lake Region Healthcare, we feel your insights are valuable in helping to identify what really matters most to our patients in their health care experience.

Who can be a patient and family partner?

You can be an advisor if you or a family member received care at Lake Region Healthcare in the last 5 years.

You do not need any special qualifications to be a partner.

What's most important is your experience as a patient or family member. We will provide you with any other training you need.

What do patient and family partners do?

We want to hear your story. Patient and family partners for Lake Region Healthcare can help us in the following ways:

Share your stories: Partners help by talking about their health care experiences with clinicians, staff, and other patients.

• **Participate in discussion groups.** Partners tell us what it's like to be a patient at Lake Region Healthcare and what we can do to improve.

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

• **Work on short-term projects.** We sometimes ask patient and family partners to help us make improvements — for example, helping to choose signs for way finding.

• **Serve on a patient and family advisory council.** An advisory council discusses and plans changes to improve hospital and clinic quality and safety. Members include patients, family members, and staff.