**Patient and Family Advisory Council**

Patients and their families are at the center of the healthcare delivery system at Lakewood Health System.

The experience of care, as perceived by our patients and families, is a key factor in improving healthcare quality and safety. To improve quality and safety, and to enhance the patient experience, we need to listen directly to our patients and family members. Therefore, we would like to invite you to join our Patient and Family Advisory Council.

# What is a patient and family advisor?

A patient and family advisor is a volunteer who has experienced care within Lakewood Health System, and is willing to share their opinions and perspectives. An advisor serves on the Lakewood Patient and Family Advisory Council, working in partnership with Lakewood administration and staff to improve the patient and family experience.

# What are the responsibilities of an advisor?

As an advisor, you will:

* Meet with Lakewood team members once a quarter (Four times a year)
* Offer input on patient care and processes
* Advocate patient and family needs from a broad perspective
* Assist with identifying patient safety issues
* Promote patient and family-centered care initiatives
* Help create, implement, and evaluate policies, programs and services
* Attend meetings or events on a regular basis and inform staff if you are unable to attend
* Patient and family advisors will conduct themselves in a manner which reflects the values of Lakewood

# What are the benefits?

As an advisor, you will utilize your own experiences, to transform healthcare. Your involvement will impact patient care and processes for all those served by Lakewood. You will also meet new people, expand your social network and partner with healthcare professionals.

**Do advisors need any special skills?**

Advisors need the ability to share their experiences and feedback in a respectful and constructive manner. They need to be able to listen well, actively participate in meetings, encourage others to share ideas, be willing to listen to differing viewpoints and see beyond their own personal experiences. They also need to be comfortable working in a diverse environment, with individuals from various backgrounds.

# Who can be an advisor?

Advisors are patients or family members of all ages, from a variety of backgrounds, with differing experiences to provide us with a fresh perspective on the work we do.

# How do you become an advisor?

If you are interested in becoming an advisor, you will need to:

* Return the Patient and Family Advisory Council questionnaire
* Sign a release form allowing Lakewood to conduct a background check
* Sign HIPAA and confidentiality forms
* Receive a Lakewood volunteer name badge to be worn when on-site for meetings or other activities

**Who do I contact with questions?**

For more information, contact

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