

Patient Advisor Role

Purpose

The patient/family is considered to be the focus of the health care delivery system at Jewish Hospital. The family includes immediate family members and/or designated significant others as identified by the patient. Inclusion of the patient/family will enhance communication with the organization and improve patient satisfaction in a collaborative venture.

Role

- The Patient Advisor offers input into patient care and organization processes and to advocate patient/family needs from a broad perspective.
- The Patient Advisor may participate in activities such as:
 - Patient Care Committee
 - Patient Safety Team
 - Environment of Care
 - Design of patient/family areas
 - Policy development
 - Other designated committees or projects related to patient care
- The Patient Advisor is encouraged to identify patient safety issues.

Expectations

- The Patient Advisor can expect to have processes/terminology explained as needed, and de-briefing after each meeting if requested.
- The Patient Advisor will be given the name and contact information for an organization contact.
- The Patient Advisor will be listened to and respected for their insight and suggestions.
- The Patient Advisor can expect a safe environment to discuss concerns.
- The Patient Advisor is requested to attend meetings or provide other input on a regular basis. Participation is voluntary and may be withdrawn at anytime with notice. A minimum of a one-year commitment is desired.
- The Patient Advisor may be invited to attend educational sessions.

Criteria

- The Patient Advisor will maintain confidentiality of patient and organizational sensitive information.
- The Patient Advisor will complete HIPPA training and sign a confidentiality form.
- The Patient Advisor will wear a name badge stating "Patient Advisor."
- Committee members can recommend potential Patient Advisors who can be former adult patients or members of the community from diverse populations.