

Is being a patient and family partnership council member right for you?

Being a council member may be a good match with your skills and experiences if you can:

- Speak up and share suggestions and potential solutions to help improve hospital 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.



Join us!

Together we can work to make our Hospital the best they can be!

For more information about being a Patient and Family Partnership Council member or to find out how to apply:

Call:
72072

Email:
usn.gtmo.navhospgtmocu.mbx.customer-relations@mail.mil

Become a Patient & Family Partnership Council Member



**Working Together
to Help Improve Your
Health Care Experience**

A Guide to Patient & Family Care

What is a patient & family partnership council member?

A council member is someone who:

- Wants to help improve the quality of care for all patients and family members.
- Gives feedback to the medical staff 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 medical treatment facility for either short- or long-term commitments, depending on the project.
- Volunteers his or her time (usually at least 1 hour and not more than 4 hours per month).

Council members provide a voice that represents all patients and families of patients who receive care at (MTF) facilities.

They 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 & family partnership council member?

When you or your family member was in a (MTF) medical treatment facility, 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 (MTF) patient and family partnership council members give us feedback and ideas to help us improve the quality and safety of care we provide.

Who can be a patient & family partnership council member?

You can be a council member if you or a family member received care at a (MTF) medical treatment facility in the last 5 years.

You do not need any special qualifications to be a council member.

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 & family partnership council members do?

If you are a council member representing any of our (MTF) medical treatment facilities, you can help us in the following ways:

Serve on the Patient and Family Partnership Council. An advisory council discusses and plans changes to improve the quality and safety of medical care. Members include patients, family members, and medical staff.

Share your story. Council members can talk about their health care experiences with clinicians, staff, and other patients.

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

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

Work on short-term projects. We sometimes ask council members to partner with us in making improvements — for example, helping to plan and design a family resource room.