

Selecting Patient & Family Advisors

Q & A

Background

Orlando Health Central Hospital is actively taking steps to make our hospital more patient- and family-centered. This means that we want to build a culture where the patient, the family, and our health care partners collaborate in decision-making with an aim to create an ideal care experience. To help build that collaborative culture, we are seeking people to fill the role of Patient and Family Advisor to help us ensure that the patients' voices are heard as we adopt patient- and family-centered care (PFCC) best practices.

Who can be an Advisor?

A Patient and Family Advisor can be any person who has been a patient or whose family member has been a patient at Orlando Health Central Hospital within the last two years.

An Advisor is someone who:

- Wants to be involved in improving the hospital's safety and quality of care.
- Is willing to give feedback to the hospital based on his or her own experiences as a patient or family member.
- Has the ability to work with the hospital for either short- or long-term commitments.
- Wants to volunteer his or her time, typically between 1 to 4 hours per month, for at least a one year term.

What does a Patient and Family Advisor do?

A Patient and Family Advisor provides a voice that represents all patients and families of patients who receive care at Orlando Health Central Hospital. They partner with doctors, nurses, and administrators to help improve the quality of care at our hospital.

What does it take to be an Advisor? While there are no special qualifications to be an Advisor, it is helpful if you are able to:

- Listen to and respect the perspectives of others
- Work well with different kinds of people
- Speak comfortably and openly in group settings
- Willing to share insights and information
- See beyond your own experiences
- Show concern for more than your own agenda

Is being a Patient and Family Advisor right for me? 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.
- Talk about your experiences, but also think beyond your own personal experiences.
- Talk about both positive *and* negative care experiences.
- Work with people who may be different than you.
- Listen to what others say, even when you disagree
- Keep any information you may hear as an advisor private and confidential.



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