

Use Your Voice to Improve Health Care!



Health Quality Innovation Network

www.hqin.org | 877.731.4746

Join the HQIN Patient & Family Advisory Council

Your insight as a patient, caregiver or advocate can help doctors, hospitals and nursing homes in your community provide better care. Volunteer today to serve as an advisor on the Health Quality Innovation Network's (HQIN) Patient & Family Advisory Council. As an advisor, you will support health care quality improvement activities that focus on:



- Promoting better communication among patients, family members, caregivers and health care professionals
- Empowering patients to become more involved in managing their own health
- Improving the patient experience and satisfaction of care
- Making health care equal for everyone

About HQIN's Patient & Family Advisory Council

In partnership with patients and caregivers, HQIN helps doctors, nursing homes, hospitals and other health care providers:

- Improve health outcomes
- Ensure patients are included in decisions about their care and treatment
- Deliver care that respects the dignity of their patients and the diversity of their communities.

HQIN's Patient & Family Advisory Council informs all quality improvement initiatives, ensuring a patient-centered approach to our work with health care providers and organizations in Kansas, Missouri, South Carolina and Virginia. Advisors collaborate with our quality improvement teams, share their stories and actively participate in Council meetings.

What will I do as an Advisor?

An advisor is someone who wants to improve the quality of health care for all patients and family members. Advisors volunteer their time to attend meetings every other month by phone or webinar. You may be asked to review health education materials, participate in educational events, discuss your health care experiences, share your ideas about the best way for health care providers and organizations to communicate with patients and participate in other important activities. You do not need a background in health care to be an advisor.

How can I learn more?

Complete an interest form by clicking [here](#) or typing www.bit.ly/3d8yiul into your web browser. Or contact Amy Lenz at alenz@hqi.solutions or 877.731.4746.

Frequently Asked Questions



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What is the Health Quality Innovation Network (HQIN) Patient & Family Advisory Council?

The HQIN Patient & Family Advisory Council is a group of patients, caregivers and advocates working together to share their ideas and experiences to help HQIN and health care providers in Kansas, Missouri, South Carolina and Virginia improve the quality and safety of health care.



Am I a good candidate for the Patient & Family Advisory Council?

Serving as an advisor may be a good match for your skills and experiences if you can:

- Speak up and share suggestions and potential solutions to help improve care for others
- Talk about both your positive and negative health care experiences and share your thoughts on what went well and how things could have been handled differently
- Work with people who may be different than you
- Bring a positive attitude to discussions

What will I do as an Advisor?

The role of an advisor includes being a partner, educator, speaker, listener, advocate and leader to help make sure the focus of health care stays on the patient. In this role, you will share your perspective and stories about your health care experiences with clinicians, staff and other patients. You also will share your thoughts, feedback and opinions about the parts of health care you think are the most important to improve and how to engage health care providers and patients in those improvements.

What time commitment can I expect?

Advisors are asked to attend Patient and Family Advisory Council meetings every other month by phone or webinar. You can expect to spend approximately 1-2 hours a month on Council-related activities such as participating in discussion groups, reviewing or creating health information materials or working on a short-term project you care about.

How will I know what to do?

HQIN will provide coaching to the council members so they are supported in their role.

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