

Is being a patient and family advisor right for you?

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 to help improve nursing home 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

For more information about being a patient and family advisor:

To get more information about becoming an advisor at HealthInsight Nevada or to find out how to apply:

Call: Donna Thorson at 702-933-7327

Email: dthorson@healthinsight.org

Join us! Together we can work to make Nevada's nursing homes the best they can be!



Become a Patient and Family Advisor

Working Together to Help Improve Nevada's Nursing Homes



Agency for Healthcare Research and Quality
Advancing Excellence in Health Care • www.ahrq.gov

What is a patient and family advisor?

A patient and family advisor is someone who:

- Wants to help improve the quality of care for all residents and family members
- Gives feedback based on his or her own experiences as a resident or family member
- Helps us plan changes to improve how residents are cared for in Nevada's nursing homes
- Works with HealthInsight for either short- or long-term commitments, depending on the project
- Volunteers his or her time typically (usually at least one hour and not more than four hours per month)

Patient and family advisors provide a voice that represents all patients and families of patients who receive care in Nevada's nursing homes.

They partner with doctors, nurses and administrators to help improve the quality of our care for all residents and family members.

Why should you become a patient and family advisor?

When you or your family member was in the nursing home, did you think there were things that could have done better?

Do you have ideas about how to make sure other residents and families get the best care possible?

At HealthInsight Nevada, patient and family advisors give us feedback and ideas to help us improve the quality and safety of care provided in Nevada's nursing homes.

Who can be a patient and family advisor?

You can be an advisor if you or a family member received care at any Nevada nursing home in the last five years.

You do not need any special qualifications to be an advisor.

What's most important is your experience as a resident or family member. We will provide you with any other training you need.

What do patient and family advisors do?

If you are an advisor for HealthInsight Nevada's work with nursing homes, you can help us in the following ways:

- **Share your story.** Advisors help by talking about their health care experiences with clinicians, staff and other patients.
- **Participate in discussion groups.** Advisors tell us what it's like to be a resident in a nursing home and what we can do to improve.
- **Review or help create educational or informational materials.** Advisors help review or create materials like forms, health information handouts and discharge instructions. Advisors help us make these materials easier for all residents and family members to understand and use.
- **Work on short-term projects.** We sometimes ask advisors to partner with us in making improvements — for example, helping to plan and design an education session.
- **Serve on a patient and family advisory council.** An advisory council discusses and plans changes to improve nursing home quality and safety. Members include residents, family members and health care providers.