

Do you have ideas
to help improve
our hospital?

Become a patient
and family advisor.

Dear _____,

I would like to invite you to find out more about
becoming a patient and family advisor at Montclair
Hospital Medical Center.

I think you may have great ideas about how we can
improve the health care experience for patients and
families.

I hope you are interested in learning more about
serving as a patient and family advisor. Please see the
back of this card for more information.

Sincerely,



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

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Patient and family advisors help us by:

- Sharing stories about their hospital experience in training sessions for nurses, doctors, and other hospital staff.
- Helping to create materials and plans for improving health care quality and safety for all patients.
- Providing input on how to improve our policies and care practices.
- Giving feedback about their hospital stay.
- Letting us know what went well and what we can do better.

We are grateful to the patients and families who become advisors.

[Join us!](#)

Guide to Patient and Family Engagement

What skills do advisors need?

Advisors need to:

- Listen and share their opinions respectfully.
- Think about ways to improve health care.
- Work well with others.

You do not need any special qualifications to be an advisor. We will provide any training that you need.

For more information about becoming an advisor, please contact:

Lori Isaac, Regional Patient Experience Manager

909.625.8228

lisaac@primehealthcare.com

www.montclair-hospital.org

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