

## Is becoming a Patient and Family Advisor right for you?

Being a Patient and Family Advisor may be a good match for you if you can:

- Talk about your experiences
- Listen to and think about what others say, even when you may disagree
- Bring a positive attitude to discussions
- Keep any information private and confidential



“ I want to be part of a positive transformation that focuses on patient care. Becoming a Patient and Family Advisor empowered me to try to make a difference at MetroHealth. My committee encourages my participation and values my input. ”

*Terri Mosley,  
Patient and Family Advisor*

## For more information about becoming a Patient and Family Advisor:

Contact Jennifer Lastic  
at 216-778-8934

Email:  
[PFA@metrohealth.org](mailto:PFA@metrohealth.org)

You can make  
a difference!



[metrohealth.org](http://metrohealth.org)



## Become a Patient and Family Advisor

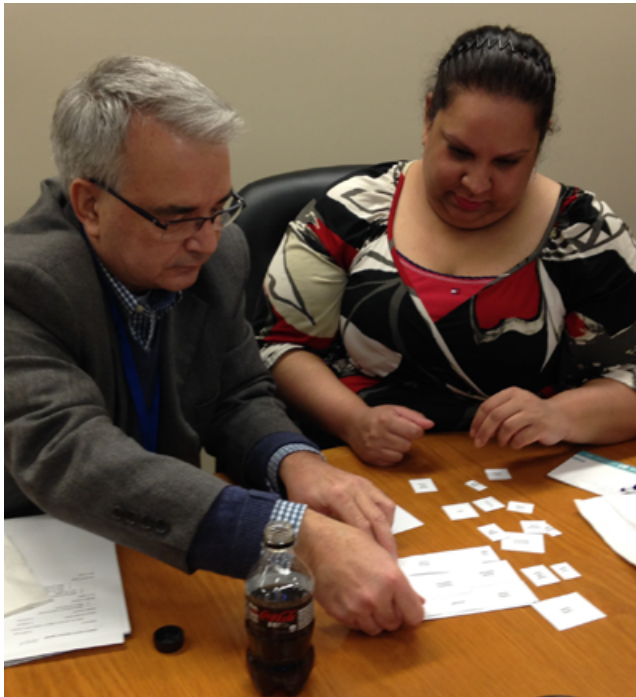
Partnering to make a difference



## What is a Patient and Family Advisor?

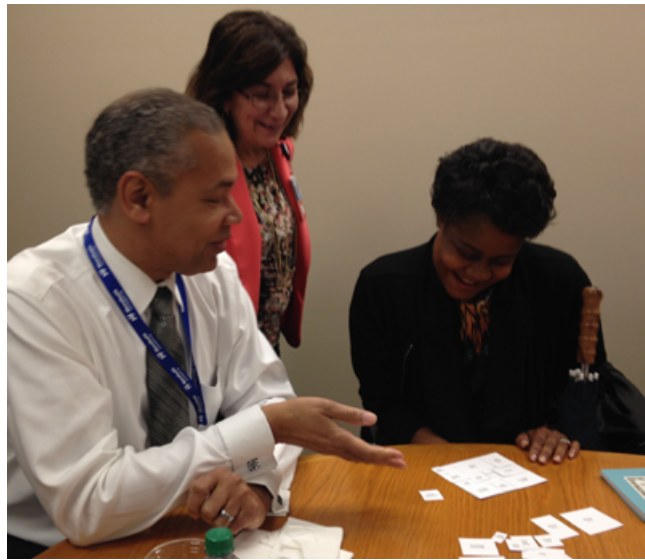
A Patient and Family Advisor is passionate about improving the patient experience. As a Patient and Family Advisor, you:

- Partner with the MetroHealth team
- Provide feedback to help improve the quality and safety of care
- Volunteer (typically 1-4 hours per month)



## Why should you become a Patient and Family Advisor?

Patient and Family Advisors have the opportunity to make a difference in health care and be a part of the transformation of MetroHealth.



## Who can be a Patient and Family Advisor?

You can be a Patient and Family Advisor if you or a family member received care at MetroHealth. We will provide you with any training you will need. What is most important is your story.



## The role of the Patient and Family Advisor:

Below are example roles for a Patient and Family Advisor:

- Share your story and participate in discussion groups
- Review or create educational or informational materials
- Work on projects
- Serve on a committee
- Serve on a Patient and Family Advisory Council

### We need your 3 I's...

**Interest**  
**Insight**  
**Input**