



Volunteer as a Patient/Family Experience Advisor



THE OHIO STATE UNIVERSITY

WEXNER MEDICAL CENTER

The Patient/Family Experience Advisor program at Ohio State embraces patients and families as partners of our healthcare team. We care about creating positive future experiences and look to those who have “been through it” to provide suggestions and input on various topics related to the patient experience.



Who is eligible to become a Patient/Family Experience Advisor?

Any current or former patients who have received services at any Ohio State medical facility may apply to participate as a Patient Advisor. Primary caregivers of a current or former patient are also eligible to participate as Family Advisors.

We look for patients/family members who have the following qualities:

- Ability to observe, listen and participate in group meetings
- Passionate about improving the patient experience
- Willing to share personal healthcare stories
- Able to apply personal experiences to the bigger picture
- Able to provide constructive suggestions and feedback
- Can work together to find solutions
- Are comfortable representing the voice of patients and families
- Able to give a minimum of five hours of service each year
- Are at least 18 years of age



What does a Patient/Family Experience Advisor do?

Based on your experiences, you may be asked to participate in the following areas:

- Committee member – attend regular hospital committee meetings as a member of the team; requires a minimum one year commitment
- Speaker – share your personal patient/family member experience at orientation, as a panel member, or at various department meetings; time commitment varies based on requests
- Reviewer – read and provide feedback on policy updates, educational materials and other items; most can be completed online
- Advisory Council member – serve on a board with other Advisors and provide guidance to leadership; requires a minimum one year commitment with four to eight meetings per year
- Focus Group attendee – share your perspective during a single meeting with a specific topic

Additional screening, orientation and training may be required, depending on assignments.

What is the process for becoming a Patient/Family Experience Advisor?

- Complete an online volunteer application
- Participate in a scheduled interview to further discuss your interests
- Successfully complete the volunteer process, which includes a background check, fingerprinting and Volunteer Orientation
- Attend Advisor Orientation

If you would like to learn more about becoming a Patient/Family Experience Advisor, contact us at **614-293-0526** or via email at patientadvisors@osumc.edu.





What are people saying about the Patient/Family Experience Advisor program?

“We are so grateful to have a dedicated team of Patient and Family Experience Advisors active at The Ohio State University Wexner Medical Center. Their feedback and advice is invaluable to the Medical Center and the patients and families we serve, because it helps us ensure initiatives and plans we develop truly meet their needs. Advisors absolutely enrich the patient experience here at OSU Wexner Medical Center.”

Hospital Administrative Doctor

“Advisors bring a rich, authentic perspective to our workshops. As panel presenters, they poignantly share what caring looks, sounds, and feels like. They also sensitize staff to the impact an absence of caring behaviors has on patients and families. Advisors are teaching us how to develop relationships that are more caring and an environment that is more healing.”

Hospital Program Manager

“The advisor program is a great way to help hospital staff, doctors and administrators understand the patient experience, as well as to offer helpful suggestions and give useful input. It is a great way to give back. I love my experience as an Advisor.”

Current Patient Advisor

Join our Team

We're creating the future of medicine to improve people's lives. As one of America's top-ranked academic medical centers, our mission is to improve people's lives through innovation in research, education and patient care. Please consider becoming a Patient/Family Experience Advisor to help us deliver the finest health care to your family, friends and central Ohio neighbors.





THE OHIO STATE UNIVERSITY

WEXNER MEDICAL CENTER