

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 Chino Valley  
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](http://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

909.464.8605

[lisaac@primehealthcare.com](mailto:lisaac@primehealthcare.com)

[www.cvmc.com](http://www.cvmc.com)

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