**Patient Partner Role Description**

Patients are the consumers of healthcare and the patient’s perspective is important to include in health care quality improvement efforts. As a Patient Partner, you will be a member of our practice’s Quality Improvement team (QIT). **Your role is to help the team understand the needs and challenges of patients and represent the patient’s perspective on a variety of projects.**

As a Patient Partner, you will interact with other Patient Partners at meetings and learning sessions and take ideas back to your team. To help you be an effective spokesperson for patients, you will participate in a training session to learn about your role.

**Expectations & Guidelines for Patient Partners.**

Following are guidelines to help you have the greatest impact in your role as a Patient Partner.

* **Speak up, share your thoughts, and ask questions.** Healthcare issues can be complex; if you are unclear about a term or an issue ask for clarification.
* **Be collaborative and open to sharing honest, respectful feedback.** Remember that progress sometimes happens in small steps.
* **Be informed, knowledgeable and empowered.**  To prepare for meetings read materials ahead of time to gather your thoughts. If needed, ask for help to understand technical issues. Read through the information in your training manual to become familiar with the terms you will be hearing in meetings. Mark your calendars for events.
* **Connect with and learn from others.**  Your experience as a patient partner will be rewarding, but at first it may feel overwhelming. LIMA colleagues will support you through this experience.
* **Communication is important.** Information between meetings is shared electronically so ***easy access to e-mail is important***.

**Time Commitment.** The annual time commitment is approximately 12 hours for the basic Patient Partner commitment. Consistent attendance is necessary to understand issues and participate fully in discussions.

* Attend a monthly, 1-hour medical practice quality improvement team meeting.

*Patient Partners enjoy the relationships they have developed with their teams and feel the experience has given them a better understanding of the healthcare system. Join a group that is creating positive change in the health system and the community! If you would like to be considered, please complete and return the attached form to any LIMA employee.*

If you have an interest in working with our primary care team to assist with quality improvement initiatives by providing valuable feedback from a patient’s perspective, please review the attached information.

Just ask your nurse or provider for an application form to complete if you would like to hear more about the Patient Partner role.

Thanks for your interest to help us enhance the patient experience with our practice.