**I have been asked to serve on a hospital Improvement Team**

**A step by step Guide for families and patients**

**For discussion with my family – things to think about**

* How will this make me feel?
* What are they asking me to share?
  + Is it too private for me to share?
  + How does my family feel about me sharing?
* What memories will be triggered?
* Will this impact any of the relationships that I have with my child’s care team?
* Why are they asking me to do this?
* Is this important work for me?
* What changes would I like to see made?
* Could I make a difference?

**Planning – for discussion with staff**

* Schedule – time commitment
  + Frequency
  + Duration
  + Work between meetings
* Financial impact
  + Daycare
  + Transportation
* Orientation Program
* What if I change my mind
* Who do I go to with questions
* Is there another parent/patient advisor I can speak with about this kind of work?

**The first meeting – things to remember**

* Know who is in the room – look at them
* Be yourself
* Be honest
* Be brief
* If you do not want to answer a question that they ask – that is fine – tell them that
* Feel free to ask your own questions
* Try to avoid putting people on the defensive – it will be easier for them to listen to your point if you are phrasing it in the form of a question, rather than a statement
* Expect that some of the topics may trigger memories and may be emotional
* Remember you are there as a family/patient advisor – it is ok to be emotional
  + But try to make your point – remember why you decided to join the team