



The What, Who, and How of Being a Patient Ambassador

Participation- What is the commitment?

- To help patients receive information on the prevention of Blood Stream Infections (BSI) through sharing resources and information that will be provided to you.
- To act as a member of the quality improvement team.
- To let your facility project lead know about any concerns or issues you encounter in working with the patients.
- To discuss the project at formal facility quality meetings (as able).

Who will I work with and how much time will this require?

- **Participation revolves around your schedule**; give as much time as you can and would like to give.
- The patients in your facility as well as a Network group of Ambassadors like you, who are helping with the same goal.
- Your facility project lead and the other members of the quality team in your facility.
- A national group of patients, caregivers and facility staff who gather for education on BSIs

How can I fulfill this commitment?

- Hand out materials and share information you have been provided by:
 - Conducting one on one conversations or group conversations.
 - Organizing a support group
 - Write or share your story in a newsletter or in person
 - Develop a bulletin board
 - Participate in a lobby day
 - Share information from a National or Network Learning and Action calls
- Perform Handwashing audits and share the results with the Quality Team

Knowledge is Power

As a member of the Network and facility team you will assist with the sharing of knowledge and the promotion of good practice in your facility. Collaboration between facility staff and patients provides open communications and the opportunity to share thoughts and ideas freely. Your leadership can spark other patients to become more involved in their care.