

PATIENT AND FAMILY ADVISORS – Q&As

Who is eligible to volunteer for the Patient & Family Advisory Board at Medical City Arlington Hospital?

We are recruiting volunteers who have been patients and/or family members of patients who have had an experience at Medical City Arlington Hospital in the last two years.

What is a board member's role? Board members act as catalysts and advocates across the institution, assist in the development of resources for patients and families to aid in the navigation of care, identify patient and family needs and concerns, provide feedback on current systems and processes in the hospital, provide “the voice for the customer,” through the patient and family perspective, review and recommend best practices on key patient safety and services excellence. Finally, the Board helps improve systems, processes, quality, safety and efficiency of care through collaboration between Medical City Arlington and the community we serve.

What is the time commitment? Board meetings are held every other month, from 6 p.m. until 7:30 p.m. We estimate that the time involvement outside of the meetings is approximately 2 hours every other month to examine and evaluate materials before the meetings. We also ask board members to commit to serving for two years with the option of a third year.

How are board members chosen? Potential advisors make application, and go through an interview process, and are chosen based on background and experiences.

How do I apply? Contact Patient Relations – [682-509-6033](tel:682-509-6033) or by e-mail - seana.georgetrujillo@medicalcityhealth.com