



Department of Spiritual Care Patient Advocacy

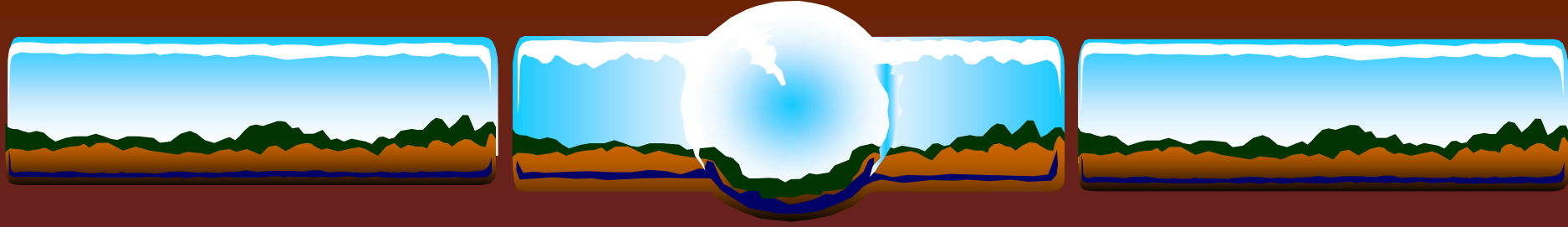
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Patient Advocate

Department of Spiritual Care and Patient Advocacy

Yuma Regional Medical Center

Yuma, Arizona



Patient Advocate

Aren't we all?



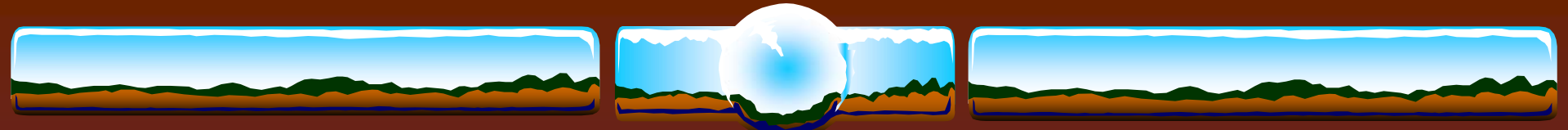
Patient Advocacy Through My Eyes:

- ❖ An opportunity to see the care we provide through the eyes of the consumer
- ❖ An opportunity to improve



Demands of Healthcare Today

- ❖ Do more with fewer staff
- ❖ High tech with many tasks involved in care delivery
- ❖ Minimize length of stay



Miscommunications among
staff, patients and families can occur
because of

- ❖ Time restraints
- ❖ Jargon
- ❖ Fear
- ❖ Culture
- ❖ Expectations
- ❖ Previous hospital experiences



Patient Advocacy at YRMC

The designation of the role...

- ❖ 2001 Patient Advocate role pilot program
- ❖ 2002 full time position as Patient Advocate made available



Patient Advocate role at YRMC (Healthcare Consumer Advocate)

- ❖ Educate staff/support staff
- ❖ Assist with problem solving
- ❖ Liaison between patient and physician when needed.
- ❖ “Free market research” to help improve our services.
- ❖ Community education
- ❖ Partnering with Risk Management for intervention timing



Partnering With Risk Management

Meet weekly along with Quality Services... Heads up!

Available to speak to the patient when we have “messed up”

Duke University Hospital Story

The header consists of three horizontal panels. The left and right panels show a landscape with green hills and brown ground under a blue sky. The middle panel features a white globe with blue oceans, positioned over the same landscape background.

In Summary....

Working together works!