



**MICHIGAN MEDICINE**  
UNIVERSITY OF MICHIGAN

Office of Patient Experience

# Become a patient/ family advisor!

Share your story.

Participate in decision-making.

Improve the experience for  
other patients and families.



For more information, visit:  
[medicine.umich.edu/dept/ope](http://medicine.umich.edu/dept/ope)

# FAQs about the advisor role

## **What is a Patient/Family Advisor?**

Patient and family advisors are individuals who have experienced the care at Michigan Medicine as a patient and/or family member – and are willing to share their experiences, positive and negative, to help us improve care in our system.

## **What is the expectation of this role?**

We recognize that each advisor has a different story, interest, and schedule, and so our volunteer coordinators work with advisors to find a placement that fits best for them. Some of our advisors serve on committees, others share their stories as speakers in educational settings, and others provide feedback virtually.

## **What is the time commitment?**

The variety of roles and placements available to our advisors means that there is an opportunity for everyone to participate – whether you have many hours per month to give, or are able to respond to an online survey once every few months!

## **Will I receive training?**

Absolutely! Any advisor who will be participating in an on-site role will attend a training that covers both Office of Patient Experience information as well as all the information you need to be a safe and effective volunteer at Michigan Medicine.



# VOLUNTEER PLACEMENT OPPORTUNITIES

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## PATIENT / FAMILY / VISITOR SUPPORT

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### Arts, Entertainment and other Amenity Services

#### Art Cart

Assist hospitalized adult patients in choosing framed artwork for their rooms and by exchanging prints/posters from an art cart.

#### Library Cart

Assist with organization and distribution of patient reading materials in one of the following locations:

- C.S. Mott Children's Hospital - *Giving Library* Cart
- University Hospital - Patients' Library Cart

#### FRIENDS Gift Shop

Serve as a cashier in the gift shops in the University Hospital, C.S. Mott Children's Hospital and Von Voigtlander Women's Hospital, the Cardiovascular Center and the East Ann Arbor Healthcare Care Center. Volunteers take the Gift Cart from room to room on the patient care units with merchandise ranging from magazines to toiletries. Proceeds benefit patient care programs such as The Ronald McDonald House and Trail's Edge Camp for ventilator-dependent children.

#### Hospitality Services

Serve complimentary beverages to patients and guests in the waiting rooms.

- Taubman Health Care Center and University Hospital (Hospitality Cart)
- Comprehensive Cancer Center (Care Ambassadors)

#### “Music While You Wait”

Provide musical entertainment in inpatient areas and clinics subject to approval by Gifts of Art staff.

### Information/Guest Services

#### Information Desks/Guest Services

Greet patients and visitors, provide directions, escort patients to their destinations, and distribute information as needed in one of the following locations:

- University Hospital - Welcome Center
- Taubman Center - Welcome Desk
- Comprehensive Cancer Center - Courtesy Desk
- Rachel Upjohn outpatient psychiatry

#### Resource Centers and Technical Assistance

Assist patients and visitors seeking educational materials and other resources in a variety of health areas. Assist staff with cataloging resources and special projects. Tech Squad\* volunteers assist hospitalized and clinic patients by providing, and explaining the use of, ipads and tablets.

- Patient Education Resource Center (PERC) - Comprehensive Cancer Center\*
- Women's Health Resource Center (WHRC) - Taubman Center
- Mardigian Wellness Resource Center - Cardiovascular Center\*
- Family Resource Center - C.S. Mott Children's Hospital and Von Voigtlander Women's Hospital
- Friends Depression Education Resource Center - Rachel Upjohn Center

## **Ambassadors/Greeters and Guides**

Direct and escort patients and visitors throughout the Health System campus, including the Kellogg Eye Center and Domino's Farms clinics. Assist patients who are being discharged.

## **Waiting Rooms**

Visit with and support families of patients, assist staff, and escort patients/families in one of the following areas:

- University Hospital Surgery Family Waiting Room
- Cardiovascular Center Cardiac Procedures Clinic
- Cardiovascular Center Intensive Care Unit
- C.S. Mott Pediatric Infusion Clinic
- C.S. Mott Pediatric Hematology/Oncology Bone Marrow Transplant Clinic
- C.S. Mott Radiology
- C.S. Mott PACU [Post Anesthesia Care Unit] Pre-Op and Surgery Family Waiting Room

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## **PATIENT / CLIENT SUPPORT**

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### **Physical Medicine and Rehabilitation**

#### **Occupational Therapy**

Observe and assist therapists, greet patients and escort them to the treatment area; clean equipment; help with clerical tasks as needed in one of the following locations:

- C.S. Mott Children's Hospital (Inpatient)
- Commonwealth Blvd. (Pediatric Outpatient)
- University Hospital (by special approval)
- Briarwood Complex – MedRehab (Outpatient)

#### **Physical Therapy**

Observe and assist therapists, escort patients, clean equipment and visit with patients in the following areas:

- C.S. Mott Children's Hospital (Inpatient)
- Commonwealth Blvd. (Pediatric Outpatient)
- Briarwood Complex – MedRehab (Outpatient)
- MedSport – at Domino's Farms and Ann Arbor Ice Cube (Outpatient)
- University Hospital – Gym (Inpatient and Outpatient)
- Domino's Farms – Hydrotherapy/Wound Care (Outpatient)

### **Social Work**

Under the direction of staff social workers, provide guidance to patients/clients in one of the following areas:

- Hospital Elder Life Program (located on several inpatient units in University Hospital) – Hands-on patient care to promote and monitor patient support, orientation, cognitive stimulation, relaxation/sleep, mobility, feeding/eating, and hearing or vision needs where functional deficits require assistance. HELP goals include improving the hospital experience of older patients, reducing the length of hospital stays, promoting independence after discharge, and reducing the risk of physical and cognitive de-conditioning, isolation, falls, and delirium. HELP volunteers are part of a team that truly makes a difference every single day for our older adults who are admitted, and build upon their own clinical skills at the same time. (One year commitment required. Intensive training sessions offered regularly.)

- No One Dies Alone Program (located on several inpatient units in University Hospital) – Hands-on patient care to provide companionship and comfort for patients in the last stages of life.
- Silver Club (located at the Turner Senior Resource Center on Plymouth Road in Ann Arbor) – Help maintain and increase the independence of adults with memory loss in a fun and active setting. Assist with meals, activities and set-up/clean-up.

## Clinical/Nursing Services

### Pediatrics

Under the direction of teachers, activity therapists and/or Child Life specialists, assist patients with age-appropriate recreational, diversional and educational experiences in one of the following programs.

#### C.S. Mott Children's Hospital Child Life

- Inpatient Units on Levels 7, 11, and 12
- Pediatric Cardiothoracic and General Intensive Care Units
- Michigan Game Day Experience – patient and family indoor playroom
- Sibling Program – activity program for siblings of patients

### Clinics

Greet and escort patients, provide directions and non-medical information, assist with clerical/office tasks in clinics and prepare examination rooms throughout the medical center.

- Taubman Health Care Center – Orthopedic Surgery Clinic
- Taubman Health Care Center – Internal Medicine: Pulmonary Medicine & Nephrology

### Adult Patient Care Units

Visit with patients, run errands for patients and staff, distribute water and juice, and stock carts.

#### University Hospital

- 4A Neurology
- 4B Otorhinolaryngology, head & neck
- 4C Thoracic and Cardiac Surgery
- 4D Neurointensive Care
- 5A Orthopedics/Trauma
- 5B Medical/Surgical Unit
- 5C Transplant/Urology/GI Surgery
- 6A Rehabilitation/Spinal Cord Injury
- 6B Acute Medicine (Dialysis, Multiple Diagnoses)
- 7A General Medicine & Cardiology
- 7B General Medicine/Telemetry
- 8A Hematology/Oncology & Gynecology Oncology
- 8B General Medicine/Telemetry
- 8C General Medicine/Surgery
- 8D Intermediate Care
- 9C Inpatient Psychiatry
- Medical Procedures Unit (Outpatient)
- Recovery Room/PACU [Post Anesthesia Care Unit]
- Trauma Burn Center
- Emergency Department



# VOLUNTEER PLACEMENT OPPORTUNITIES

## **Cardiovascular Center**

- Cardiac Procedures Unit
- Operating Room/Interventional Radiology/PACU [Post Anesthesia Care Unit]

## **Von Voigtländer Women's Hospital**

- Birth Center

## **East Ann Arbor Healthcare Center**

- Ambulatory Surgery PACU [Post Anesthesia Care Unit]
- Medical Procedures Unit

## **Northville Healthcare Center**

- Infusion
- Medical Procedures Unit

## **Office/Clerical Services**

### **Office Assistants**

Assist with clerical and receptionist tasks at clinics throughout the Medical Center – answer telephones, assist with data entry, distribute magazines, and/or help with mailings, deliveries, and errands.

- Cancer Center Patient Support Services
- Cardiovascular Center Vascular Clinic
- Volunteer Services
- Mott Community Relations
- East Ann Arbor Ambulatory Surgery Administration

## **Office of Patient Experience**

### **Patient and Family Centered Care (PFCC)**

- Peer Mentors
- Patient Advisors
- Advisory Councils

### **HOPE Ambassadors**

- Patient Guides

### **UMHS Volunteer Services**

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