Have any additional questions about Northfield Hospital & Clinics Patient Partnership Program?

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Email: patientadvocate@northfieldhospital.org
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Thank you for your interest in shaping how Northfield Hospital & Clinics provides care. We recognize the benefit of patient and family involvement as we strive to improve the experiences and services at Northfield Hospital & Clinics. We appreciate your willingness to share feedback about your experiences.

Northfield Hospital & Clinics offers a patient partnership program called Include Always. In partnership with Minnesota Hospital Association’s Include Always program, participants help shape how Northfield Hospital & Clinics provides care. Patients and families can participate in Include Always which will meet quarterly to identify topics of interest in building the partnership with Northfield Hospital & Clinics staff members.

Questions & Answers

- **What’s “in it for me” to participate?**
  - This is an opportunity to have direct input in Northfield Hospital & Clinics services and care delivery as well as share ideas for improvements.

- **Will refreshments or meals be provided?**
  - Refreshments, snacks or a light meal will be provided for in-person meetings.

- **How will I be contacted?**
  - You may be contacted by your preferred method, either phone or email.

- **What is the Include Always time commitment?**
  - For Include Always, you are asked to participate in a council meeting a minimum of four times annually.

- **What abilities or skills does an Include Always council member possess?**
  - Listens to differing opinions and shares different points of view.
  - Displays positive and supportive attitude toward improvement of Northfield Hospital & Clinics.
  - Shares information and insight from their experiences.
  - Sees beyond their own personal experiences.
  - Collaborates with diverse individuals in a group setting.
  - Shows concern for more than one issue or agenda.
  - Respects the perspectives of others.
  - Speaks honestly and comfortably in a group.
  - Works well in close partnership with others.
  - Maintains confidentiality.

- **How long is my Include Always commitment?**
  - The term is a minimum of 1 year with a term maximum of 3 years. Since the role is completely voluntary, you may end your commitment at any time.

To be considered for Include Always, simply complete the Patient & Family Advisory Council application and return it to the Northfield Hospital Patient Advocate. An electronic application is also available on our website: [www.northfieldhospital.org](http://www.northfieldhospital.org).