

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

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Include Always Patient & Family Advisory Council

A Patient Partnership Program



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.