



## BECOME A RESIDENT AND FAMILY ADVISOR!

### What is a resident and family advisor?

A resident and family advisor is someone who:

- Helps improve the experience and quality of care for residents of nursing homes.
- Gives feedback based on his or her own experiences as a resident or family member of someone living in a nursing home.
- Works with the HSC Center for Older Adults team as a member of the Nursing Home Advisory Council by volunteering his or her time.

### Who can be a resident and family advisor?

*You do not need any special qualifications to be an advisor.* What's most important is your experience as a nursing home resident or family member of someone who lives in a nursing home. We will provide you with any other training you need.

### Why should you become a resident and family advisor?

Resident and family advisors provide a voice that advocates for providing nursing home services centered on resident- and family-identified needs. *Do you think there are things that could be done better in the nursing home? Do you have ideas about how to make sure other nursing home residents and families get the best care possible?* If yes, we are looking for residents and family advisors like you to give us feedback and ideas to help us improve the quality of care for people living in nursing homes.

### What do resident and family advisors do?

- Talk about your experiences with the team at HSC Center for Older Adults and other residents and family members at Nursing Home Advisory Council meetings.
- Review or help create educational or informational materials to make them easier for all residents and family members to understand and use.
- Discuss what programs or resources could be offered in the nursing home to help support residents and families.

### Is being a resident and family advisor right for you?

Being a resident and family advisor may be a good match with your skills and experiences if you can:

- Speak up and share suggestions and to help improve nursing home quality.
- Talk about your experiences as a nursing home resident or family member—but also think beyond your own personal experiences.
- Talk about both positive and negative care experiences and share your thoughts on what went well and how things could have been done differently.
- Work with people who may be different from you.
- Listen to and think about what others say, even when you disagree.
- Bring a positive attitude to discussions.
- Keep any information you may hear as an advisor private and confidential.

### For more information about being a resident and family advisor, including how to apply, contact:

Jennifer Severance  
817.735.0469  
geriatrics@unthsc.edu