



Lifespan Cardiovascular Institute

Rhode Island Hospital • The Miriam Hospital
Newport Hospital

Delivering health with care.®

The Center for Cardiac Fitness Cardiac Rehab Patient Ambassador Program

As The Center for Cardiac Fitness continues to strive for excellence in quality and customer service, the Patient Ambassador Program allows us to provide a more personalized approach to care.

Mission

The mission of the Patient Ambassador Program is to address the following components for the active cardiac rehab participants:

- Ease the transition of incoming cardiac rehab patients
- Provide encouragement regarding utilization of support services
- Provide peer support through sharing of experiences
- Encourage long-term health goals for patients being discharged

Guidelines & General Information

- The Patient Ambassador Team is comprised of 6 to 12 past cardiac rehab participants who successfully completed the 12-week Cardiac Rehab program. Past rehab participants are invited by staff to serve on the committee and volunteer one hour a week to the ambassador program.
- Patient Ambassadors are respectful, courteous and professional at all times when interacting with patients and act as a liaison between the patient and the clinical staff.
- Clinical questions or concerns from the patients are directed to the clinical staff through the patient ambassadors. Medical advice or clinical recommendations from ambassador team members is strictly prohibited.
- A one year commitment for each individual is suggested and will be revisited on the one year anniversary.
- Patient Ambassadors meet quarterly to review procedures, concerns, evaluate suggestions and recommendations.
- An appointed staff person, in collaboration with the program manager and the medical director, is responsible for the coordination of the Patient Ambassador Program.
- Patients are notified of the Ambassador Program through the initial welcome mailing, consisting of an introduction to the program and a list of team members. Patients are reminded of the Ambassador Team members during the intake process and again during rehab classes.
- Patient Ambassadors can be easily identified by patients; they are always well-groomed and dressed in bright orange team shirts with name tags.
- Staff is responsible for identifying and introducing incoming and graduating rehab patients to the Patient Ambassadors.
- Outcomes are assessed through patient satisfaction surveys, turnover rate during the initial 10 rehab sessions as well as sporadic surveys during rehab class.