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.