



# Lifespan Cardiovascular Institute

Rhode Island Hospital • The Miriam Hospital  
Newport Hospital

*Delivering health with care.®*

Date\_\_\_\_\_

Dear Patient Ambassador,

The staff at The Center for Cardiac Fitness would like to thank you all for the enormous amount of time you have spent over the last twelve to eighteen months as a Cardiac Rehab Patient Ambassador.

The Patient Ambassador Program has a critical role in improving patient satisfaction and patient experience. As the Center for Cardiac Fitness continues to strive for excellence in quality and customer service, our patient ambassador team provides a more personalized approach to patient care.

Over the past 18 months, we continued to see a decrease in our patient dropout rates and continued to receive positive feedback by patients regarding their interactions with the Patient Ambassadors.

Thank you for your interest and commitment to this very important departmental quality improvement initiative. The program could not provide this valuable service without your contributions.

The staff is extremely grateful and appreciative for your participation and genuine desire to provide support for incoming patients.

Sincerely,

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Danielle Beaudoin, BS, CRP  
Ambassador Coordinator

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Loren Stabile, MS  
Program Manager

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Hank Wu, MD  
Medical Director