University of Washington Medical Center is committed to Patient and Family Centered Care. By strengthening our partnerships with our care providers, patients, and their families, we are able to better understand the perspectives and needs of those we serve.

Mentors are patient and family volunteers who work with UWMC care providers and staff to improve the healthcare experience for everyone.

- **YES! I want to learn more about the Transplant Mentor Program.**
  For more information about the Transplant Mentor Program at UWMC, please send an email to either Kristin or Terry:
  Kristin McNeill, nickers@uw.edu
  Terry Way, wayt@uw.edu

- **YES! I want to become a Mentor.**
  If you are interested in becoming a Mentor, please write your name and email address below and give this brochure to your social worker:
  Name: ____________________
  Email: ____________________

Transplant Mentors at University of Washington Medical Center (UWMC) volunteer their time to meet with, talk with, and support patients and their families who are currently going through the transplant process.
What is Patient and Family Centered Care?

Patient and Family Centered Care is a vital part of UWMC's Mission Statement. It is an approach to healthcare that actively engages patients and their families as partners to shape hospital policies, programs, and day-to-day care interaction. This partnership leads to better health outcomes and greater patient and family satisfaction.

What is the Transplant Mentor Program?

This program provides a way for post-transplant patients and their families to support others who are on their own transplant journey. Mentors volunteer their time to meet with, talk with, and support patients and their families who are currently going through the transplant process.

Who can be a Mentor?

Anyone who has had transplant surgery at UWMC can be a Transplant Program Mentor. Family members of UWMC transplant patients can also be Mentors.

All Mentors volunteer 2 or more hours each month to support other transplant patients and their families.

What are the qualities of a Mentor?

A successful Mentor:

- Shares insights and their personal experience in productive ways
- Respects diversity and differing opinions
- Sees beyond their own personal experience
- Listens well
- Has passion for enhancing the healthcare experience

How will I know what to do?

If you decide to be a Mentor, you will take part in a training program that will prepare you for this new role. The training covers a variety of topics. It will teach you how to be effective when talking with and supporting transplant patients and their families.

Who do I contact if I want to become a Mentor?

Tell your social worker that you want to volunteer to be a Mentor for Transplant Services. Our Mentor Program leader will contact you and set up your training.

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