

**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.**



Patient and Family  
Centered Care

**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 Mentor Program**

*At University of Washington  
Medical Center*



*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.*

**UW Medicine**  
UNIVERSITY OF WASHINGTON  
MEDICAL CENTER

**7SA Transplant/Medical-Surgical**

Box 356187  
1959 N.E. Pacific St., Seattle, WA 98195  
206.598.4400

## 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.



## 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.

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