

Patient and Family Advisors As Leaders Initiative Summary



Patient/Family/Member Advisory Council Resources

To order these resources please send email to patientengagement@q-corp.org requesting resource documents by number. Please include your name, title, and organization.

Leadership Orientation:

1. Providence Medical Group Leadership Orientation/Request for Patients as Advisors Referrals PowerPoint presentation
2. CareOregon Member Advisory Council Orientation PowerPoint presentation
3. PeaceHealth Medical Group Patient Advisory Council Quality Improvement Efforts Presentation
4. PeaceHealth Medical Group Patient Advisory Council Accomplishments 2008-Present

Recruitment:

5. Providence Medical Group Advisor Application
6. Providence Medical Group Advisor Information Sheet
7. Providence Medical Group Interview Questions (Patient and Staff formats)
8. Oregon Medical Group Patient/Family Advisor Interest/Application Form
9. Oregon Medical Group Patient/Family Advisor Interview Questions
10. Oregon Medical Group Patient/Family Advisor Recruitment card
11. St. Charles Family Care-Redmond Patient and Family Advisor Recruitment Card
12. CareOregon Open House Invitation: the Voices of CareOregon's Members Matter
13. CareOregon: *The voices of CareOregon's members matter* brochure
14. PeaceHealth Medical Group Recruitment Card: From Provider Perspective
15. PeaceHealth Medical Group Recruitment Care: From Patient Advisor Perspective
16. PeaceHealth Medical Group Script: For patients calling in about Patient Advisory Council
17. PeaceHealth Medical Group Script: For patients calling in about PAC and were referred by their provider
18. PeaceHealth Medical Group: Patient and Family Advisors-Frequently Asked Questions
19. PeaceHealth Medical Group: Patient/Family Advisor Sign-up Form
20. PeaceHealth Medical Group: Patient/Family Advisor Interview Questions

Patient/Family Advisor Orientation:

21. Oregon Medical Group-Patient and Family Advisors-Frequently Asked Questions
22. PeaceHealth Medical Group: Congratulations! You have been selected as a PHMG Patient Advisor
23. PeaceHealth Medical Group Patient Advisory Council Team Agreements
24. PeaceHealth Medical Group Patient Advisory Council Confidentiality Agreement
25. PeaceHealth Medical Group Patient Advisory Council-Resource Materials Available
26. PeaceHealth Medical Group Patient Advisory Council Member Handbook Table of Contents

27. PeaceHealth Medical Group: Patients as Partners in their Own Care
28. PeaceHealth Medical Group: Patient-Centered Principles and Tools for Advisors
29. Patient Advisors in Team Meetings
30. PeaceHealth Medical Group: Words of Advice
31. PeaceHealth Medical Group: The Successful Patient Advisor: Tips and FAQ's

Advisory Council Support:

32. Providence Medical Group Patient and Family Advisor Profile
33. Providence Medical Group Patient and Family Advisor Hours Tracker
34. CareOregon Advisory Council Success Tracker
35. Oregon Medical Group's Patient and Family Advisor Tracking Sheet
36. PeaceHealth Patient/Family Advisor Profile Sheet
37. PeaceHealth Medical Group Patient/Family Advisor Tracking Sheet

Charters:

38. PeaceHealth Medical Group Patient Advisory Council Charter
39. CareOregon, Member Advisory Council By Laws

Materials Developed by Advisors:

40. St. Charles Family Care-Redmond Patient Advisory Board Patient Satisfaction Survey
41. PeaceHealth Medical Group PAC-Patient Exit Survey
42. PeaceHealth Medical Group PAC: Patient- and Family-Centered Care Award (Plaque Wording and award purpose, criteria, and reason for selecting Team Fillingame)
43. PeaceHealth Medical Group: PAC Monthly Questions That Matter (excerpted for medical group newsletter)
44. PeaceHealth Medical Group PAC: Work on Consent to Treat form with regard to patient literacy
45. PeaceHealth Medical Group PAC Presentation on Patient Advisory Council Accomplishments-2010

Other:

46. CareOregon Annual Report