

Patient & Family Advisor Role Description

Definition of a Patient & Family Advisor

Any role that enables patients and families to have direct input and influence on the policies, programs, and practices that affect the care and services individuals and families receive.

Purpose

The patient and their family are at the center of the health care delivery system at Providence Medical Group. Therefore, involvement of Patient & Family Advisors will enhance communication and improve patient satisfaction in a collaborative effort.

Role

The Patient & Family Advisor offers input into patient care and organization processes and advocates Patient & Family needs from a broad perspective.

The Patient & Family Advisor may participate in activities such as:

- **On-line Advisor:** Be available by email to respond to questions that ask about what might be important to you on a particular topic.
- **Participate on Committees:** Bring the Patient & Family perspective to committee meetings.
- **Story Sharing:** Share your health care experiences with care providers and other patients.
- **Short Term Projects:** Be a partner in projects working to make improvements in specific provider and clinic services.
- **Patient Education Review:** Review patient education handouts, class materials, and other patient communication materials.
- **Other designated committees or projects related to patient care.**

What you can expect

- The Patient & Family Advisor can expect to have processes/terminology explained as needed, and de-briefing after each meeting, if requested.
- The Patient & Family Advisor will be given the name and contact information for the organization contact.
- The Patient & Family Advisor will be listened to and respected for their insight and suggestions.
- The Patient & Family Advisor can expect a safe environment to discuss concerns.
- The Patient & Family Advisor may be invited to attend educational sessions.

Standards

- The Patient & Family Advisor will maintain confidentiality of patient and organizational sensitive information.

- The Patient & Family Advisor will attend PFAC meetings or provide input in other ways. Participation is voluntary and may be withdrawn at anytime with notice. A minimum of a two-year commitment is desired.
- The Patient & Family Advisor will complete the PFA orientation, complete HIPPA training, and sign a confidentiality statement.

Responsibilities of Patient & Family Advisors:

- To promote a better understanding of the principles of Patient & Family-centered health care among patients and the community.
- To assist in promoting positive relationships between Providence Medical Group and members of the community.
- To channel information, needs and concerns to the Providence Medical Group administration and staff.
- To be active consultants with regard to decisions and plans that affect Providence Medical Group patients and families.
- Committee members can recommend potential Patient & Family Advisors who can be Providence Medical Group patients or a family member of one or more patients.