
Patient and Family Advisor (PFA)

Role Description

Title: Patient/Family Advisor

Member Role: The Patient/Family Advisor will contribute to the success of their assigned process improvement team and to the PFAC. The advisor will also share takeaways and progress of their process improvement team with the PFAC.

Council Purpose: The Patient and Family Advisory Council (PFAC) partner patients and families with members of the healthcare team to improve the patient and family experience. The PFAC is not to be viewed as a support group to deal with personal problems or a place to share your own grievances from past experiences.

Qualifications:

The member must:

1. Be 18 years of age or older, are currently or have been a patient (or family member of a patient) who has received care in 2 - 3+ of our various care settings over the past 12 – 18 months.
2. Be able to provide insight and constructive feedback that will help our system improve the quality of care and customer service we provide.
3. Be team-oriented, having a positive approach and ability to share, and see different points of view.
4. Have the ability to share both positive and negative experiences in a constructive way.
5. Have good listening skills.
6. Have a willingness to communicate and work with patients, families, council members and hospital employees whose backgrounds, experiences, and styles may be different than their own.
7. Respect, promote, and maintain strict confidentiality at all times.
8. Be willing to commit the time and energy to fulfill the responsibilities of membership (i.e., attends regular meetings, actively participates, and provides constructive feedback in a collaborative manner).
9. Support and promote the principles of patient and family-centered care.

Requirements:

The member must:

1. Become knowledgeable of and support PFAC goals.
2. Be dependable and regularly attend PFAC meetings and assigned process improvement team meetings.
3. Fulfill any other requirements determined by the volunteer program and/or PFAC as appropriate.
4. Commit to a minimum of one year term that is renewable each year at the discretion of the PFAC committee. The term begins January of each year. To serve in a leadership capacity, you must plan on participating for a two year period.

This is a volunteer position, therefore has no compensation associated with performing the role.