

Sample Compact: Patient /Family Advisor and Practice Compact

Purpose of Patient and Family Advisor Program:

[PRACTICE NAME] believes that patients and family caregivers are respected and essential partners in the aim to deliver patient- and family-centered care. Clinicians and staff at [PRACTICE NAME] recognize that partnering with patient and family advisors to improve processes, procedures, and care delivery is crucial to ensuring that the care delivered to patients meets their needs and achieves the practice's goals of:

- ▶ LIST PRACTICE IMPROVEMENT GOALS HERE. Focus on goals that are meaningful and use language that is understandable to patients and families.
 - ▶ For example: Improving support services offered to patients and family caregivers so they can better manage their care or the care of a loved one.

Patient and Family Advisor Roles and Responsibilities:

- ▶ Help the practice establish patient- and family-centered care priorities.
- ▶ Help the practice identify and implement strategies to support patients and families, improve their experiences with care, and strengthen communication and collaboration between health care providers and patients and families.
- ▶ Attend meetings regularly and read materials and agendas prior to meetings.
- ▶ Maintain confidentiality of any sensitive information shared during meetings.
- ▶ Speak up and share health care/caregiving experiences and perspectives with the practice in constructive ways.
- ▶ Balance individual perspectives with the larger goal of improving care for all patients in the practice by recognizing that the experiences of one may not be same as the experiences of many.
- ▶ Assist the practice in planning, implementation, and evaluation of quality improvement projects.
- ▶ Contribute to staff and clinician understanding of patient- and family-centered care principles.

Practice Roles and Responsibilities:

- ▶ Designate a practice leader who will participate in meetings with patient and family advisors and communicate patient perspectives to practice peers.
- ▶ Focus efforts on meaningful, collaborative projects, ensuring that there are regular opportunities for patient and family advisors to engage in the work to assess, redesign and evaluate the practice's processes and procedures.
- ▶ Distribute agendas and background material and educational resources on practice-related matters in advance of meetings.
- ▶ Designate a staff support person whom patient and family advisors may contact to ask questions about agenda items and practice-related areas prior to meetings.
- ▶ Establish meeting ground rules in collaboration with patient and family advisors to ensure effective meetings.
- ▶ Ask patient and family advisors periodically about their experience as advisors. Find out whether they believe they are making a positive impact and whether they feel supported in their work. If the answer is "no," ask how staff can help.
- ▶ Create ways for patient and family advisors to interact periodically with the practice's Board of Directors, if applicable.
- ▶ Share how patient and family advisors' feedback has been implemented and how/when changes are being made to the practice.
- ▶ Always treat patients and families as equal and respected members of the team.