

TABLE 1. EXAMPLES OF PATIENT AND FAMILY ADVISOR ROLES IN QUALITY AND SAFETY INITIATIVES

Quality and Safety Initiative	Patient and Family Advisor Role
Task force to develop patient educational materials, communication tools and signage	<ul style="list-style-type: none"> » Contribute to the design and content of materials » Provide objective feedback from the patient’s perspective » Identify language or materials that are confusing or unhelpful, as well as identify which materials are particularly well formatted and helpful » Assist with piloting and testing the materials and follow up with other patients to gather their opinions
Root cause analysis	<ul style="list-style-type: none"> » Share personal hospital story, leading to a more focused commitment by the RCA team » Identify pieces of the process that are confusing or missing from a patient’s perspective » Participate in information/data gathering » Discuss and analyze findings » Assist in developing action plans and recommendations
Discharge planning	<ul style="list-style-type: none"> » Contribute to the design of new materials » Review the materials and process from the end user’s (patient’s) perspective » Participate in rounds » Assist in piloting new materials
Patient safety committee	<ul style="list-style-type: none"> » Serve as a voice exclusively from the patient’s perspective in discussions » Question the assumptions of practitioners
Process improvement teams	<ul style="list-style-type: none"> » Serve on teams to reduce patient harm, such as preventable readmissions, falls and infections » Review materials related to improvement initiatives » Pilot and test new hospital processes related to quality improvement

Source: Health Research & Educational Trust, 2015.