

# Recruitment handout

## BECOME A PATIENT AND FAMILY ADVISOR FOR <<PRACTICE NAME>>

### What is a patient and family advisor?

A patient and family advisor is someone who:

- Helps improve the patient experience and quality of care for those with chronic conditions
- Gives feedback based on his or her own experiences as a patient or family member of someone with a chronic condition
- Works with the practice team for either short or long-term commitments, depending on the project
- Volunteers his or her time (usually at least one hour and not more than four hours per month)

### Who can be a patient and family advisor?

**You do not need any special qualifications to be an advisor.**

What's most important is your experience as a patient or family member. We will provide you with any other training you need.

### Why should you become a patient and family advisor?

Patient and family advisors provide a voice that advocates for providing health care services centered on patient- and family-identified needs, rather than the assumptions of what patients and families want.

For example:

- When you or your family member visited a doctor's office, did you think there were things that could have been done better?
- Do you have ideas about how to make sure other patients and families get the best care possible?

If yes, we are looking for patient and family advisors like you to give us feedback and ideas to help us improve the quality of care for patients with chronic conditions.

### What do patient and family advisors do?

[NOTE: Personalize this section for your practice as appropriate.]

- Talk about your experience. Advisors help by talking about their health care experiences with doctors, staff and other

patients.

- Review or help create educational or informational materials. Advisors provide a patient perspective and help us make forms or educational handouts easier for all patients and family members to understand and use.
- Partner with community. Discuss what programs or resources could be offered in the community to help support patient self-management of chronic conditions
- Work on short-term projects.

We sometimes ask advisors to help us make improvements. For example, helping to design a patient self-management plan.

### Is being a patient and family advisor right for you?

Being a patient and family advisor may be a good match with your skills and experiences if you can:

- Speak up and share suggestions and potential solutions to help improve chronic condition care for others
- Talk about your experiences as a patient or family member—but also think beyond your own personal experiences
- Talk about both positive and negative care experiences and share your thoughts on what went well and how things could have been done differently
- Work with people who may be different from you
- Listen to and think about what others say, even when you disagree
- Bring a positive attitude to discussions
- Keep any information you may hear as an advisor private and confidential

For more information about being a patient and family advisor, including how to apply:

Call: <<Insert contact name and phone number>>

Email: <<Insert contact name and email address>>

This piece was adapted from the "Become a Patient and Family Advisor" brochure for hospitals. Strategy 1: Working With Patients and Families as Advisors. June 2013. Agency for Healthcare Research and Quality, Rockville, Md. [www.ahrq.gov/professionals/systems/hospital/engagingfamilies/strategy1/index.html](http://www.ahrq.gov/professionals/systems/hospital/engagingfamilies/strategy1/index.html)