

Patient & Family Advisors

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SIG

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Definition of 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 that individuals and families receive.
 - Institute for Patient- and Family-Centered Care

Why Patient & Family Advisors?

- Patients/Families are experts in the experience of care
- Inspire and energize providers/staff
- Resources used for things that actually make a difference
- Allows us to truly be a Patient- and Family-Centered organization

Potential Patient & Family Advisor Projects/Roles...



- Participate in quality improvement projects
- Membership in Quality Committees
- Membership in workgroups
- Participate in policy and program decision-making
- Help develop and review patient education programs and materials

...Potential Patient & Family Advisor Projects/Roles

- Sharing personal stories in orientation, staff education, presentations, etc.
- Curriculum development/teaching
 - Staff education
 - Intern/resident education

Potential Barriers to Success

- Culture change
- Dedicated staff support / liaison

Getting Started

- Recruit patients/family members
 - Recommendations from providers/staff
 - Interview, orientation
- PAC meeting
 - Include leadership and staff
 - Charter
 - Initial project (PCMH)

What Makes a Good Advisor?

- PMG patient (or family member of)
- Collaborative nature
- Able to share their story in front of a **group** – insights and information about their experience in ways that help others learn
- Able to listen to and hear the perspectives of others
- Can see ‘big picture’ – interested in/can see beyond their personal concerns/experiences

What Makes a Good Advisor?

- Respects and Reflects the diversity of our patient population
- Able to connect with people
- Able to ask questions and be appropriately assertive
- Has passion for improving the health care experience

What Can I Do?

Recommend 3 patients / family members as potential advisors