



Patient & Family Advisor Roles and Responsibilities

The Patient & Family Advisor (PFA) is a person who has had a recent experience (within 5 years) of being a patient or family member of a patient and is collaborating with senior leadership, board members, staff and physicians to provide direct input into policies, programs and practices which affect patient care and services.

Patient & Family Advisors work closely with Quality & Patient Relations, the Patient & Family Advisory Council, and committees/groups in which they participate.

Position Summary

This is an advisory role that will influence hospital decisions; provide an objective and balanced approach to patient and family perspectives across a wide range of hospital initiatives, programs, services, and policies.

PFA's work in partnership with the hospital to create a Patient and Family Centered Care environment and experience. Patient and Family Centered Care is an approach to the planning, delivery and evaluation of health care that is grounded in mutually beneficial partnerships among patients, families, and health care providers (Institute for Patient-and Family-Centered Care, 2010).

Patient & Family Advisor Responsibilities

- Bring a positive outlook and respect the opinions of others.
- Prepare for and regularly attend meetings.
- Actively participate in meetings and respect the perspective of others.
- Share insights and information about experiences.
- Model and embrace Halton Healthcare's Mission, Vision, and Values.
- Support the organizations commitment to Diversity, Equity, and Inclusion.
- Mindful of confidentiality and privacy always.

Patient & Family Advisor Qualities:

- A passion for enhancing the health care experience of patients, families and caregivers.
- Excellent listening skills.
- Open-minded.
- Respects others' opinions and perspectives.
- Able to share thoughts and opinions in a group setting.
- Open to see beyond personal experience and appreciate the big picture.
- Comfortable communicating in English.

Qualifications

- A patient, or family member or caregiver of a patient, who has received care at Halton Healthcare within the past five years.
- Interested in gaining an understanding of Patient and Family Centered Care.
- Commit an average of four hours per month.
- Able to participate and attend meeting during normal business hours.