Definition
Patient and Family Advisors are patients that have experienced healthcare services in the Emory Healthcare system, or they are family members (immediate family members and/or designated significant others as identified by the patient) of Emory Healthcare patients. Emory Healthcare employees and/or physicians may not serve as Patient and Family Advisors.

Purpose
Emory Healthcare is a Patient and Family Centered Care facility. Our aim is to partner with patients and their family members as members of the care team. Emory Healthcare embraces the following core principles of being Patient and Family Centered:

1. **Dignity and Respect.** Health care practitioners listen to and honor patient and family perspectives and choices. Patient and family knowledge, values, beliefs, and cultural backgrounds are incorporated into the planning and delivery of care.
2. **Information Sharing.** Health care practitioners communicate and share complete and unbiased information with patients and families in ways that are affirming and useful. Patients and families receive timely, complete, and accurate information in order to effectively participate in care and decision-making.
3. **Participation.** Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.
4. **Collaboration.** Patients, families, health care practitioners, and health care leaders collaborate in policy and program development, implementation, and evaluation; in facility design; and in professional education, as well as in the delivery of care.

In fulfilling our purpose of being Patient and Family Centered, Emory Healthcare invites patients and family members to partner with us as Patient and Family Advisors (PFAs) in a variety of venues. PFAs are invited to participate and partner with Emory Healthcare leadership and staff in a variety of ways that work best for the PFA, including on site committee involvement, telephone conference calls, email and document creation, editing and review.

Role
- The PFA role is a voluntary role aimed at offering input into patient care and organizational processes and advocating patient/family expectations and needs from a broad perspective.
- The PFA is invited to participate in activities such as:
  - Unit Practice Council member
  - Quality Improvement Project Team member
  - Program & Facility Improvement Teams
  - New Employee & Physician Orientation Speaker
  - Sharing insights and stories on video for internal training purposes
  - Policy Review and Development
  - New Hire Interview Team (by phone or in person)
  - Panel Participant at Annual Quality Council
- Participating in Leadership Rounds
- Participating in various EHC training and orientation venues
- Participating as a member of an Emory Healthcare, Wesley Woods, Emory University Hospital, Emory University Midtown Hospital or Emory Clinic standing committee
- Emory Healthcare PFA Council
- Creating new Emory Healthcare brochures/booklets, etc.

**Expectations**

- The PFA can expect to be included as a full member of the team, project, initiative, council or committee.
- The PFA can expect to have processes and terminology explained as needed.
- The PFA will be encouraged to offer candid and balanced feedback, representing the patient and family perspective.
- The PFA will be debriefed after the first meeting for feedback, clarification and questions.
- The PFA can expect a safe environment to discuss concerns.
- The PFA is given a minimum of a 2 week notice for meetings unless otherwise determined jointly by the PFA and committee chair.
- The PFA is invited to attend all team, council or committee meetings and is asked to communicate to the team, council or committee chair or contact person when unable to attend.
- When participating on council, committee or other team that is on-going/"standing", the PFA is asked to make at least a six month commitment to that council, committee or team.
- The PFA will complete a PFA orientation which includes an overview of requirements related to HIPPA, and will sign a confidentiality statement provided by Emory Healthcare.
- The PFA will maintain confidentiality of all patient information obtained while participating as a PFA.
- The PFA will maintain confidentiality of organizational information.

**Requirements**

- Fill out and submit a PFA application
- One-on-one interview with Winship staff member and Winship PFA council Co-Leader.
- Receive an annual TB test from Emory Healthcare Employee Health

**Support**

In addition to the on-going communication and support Patient and Family Advisors receive from the leadership of the various teams, projects, initiatives, councils and committees they participate with, Emory Healthcare’s Office of Care Transformation will also maintain on-going communication with all PFAs, and is available to address questions, concerns, ideas and other input related to the role and work of patient/family advisors across Emory Healthcare.

Validation of parking fees will be give for all PFAs attending on site committee meetings, etc.

Light refreshments may be offered at some council and committee meetings.

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