

Patient & Family Advisor Role Description

Definition

Patient and Family Advisors (PFAs) are patients who have received healthcare services in the Emory Healthcare system, or 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 whose aim is to partner with patients and their family members as an integral part of the patients' care team. In this regard, 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, family members, and caregivers to **partner** with us in a variety of ways. Winship Cancer Institute Patient and Family Advisors are invited to **participate** with Winship and Emory Healthcare leadership and staff using onsite committee involvement, telephone conference calls, and email.

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 to improve the Winship patient experience.

- Examples of Winship PFA committees and activities:
 - Quality, program & facility improvement projects
 - Department specific advisory councils
 - Patient satisfaction committees
 - Providing the patient and family perspective at new employee and physician orientations
 - Sharing insights and stories on video for internal training purposes
 - Policy review and development
 - Assist with new PFA interviews
 - Creating new Emory Healthcare patient education and resources e.g. brochures/booklets, etc.

Expectations

- Upon joining a committee, all assigned PFAs will receive the committee description, objectives, and PFA expectations and requirements.
- The PFA can expect to be 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 that 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
- In-person interview with Winship Volunteer Services Department staff member and Winship PFA Council member
- Submit to a criminal background check
- Complete Winship PFA Orientation
- Receive an annual TB Test from any Emory Healthcare Employee Health location
- Receive an annual Flu vaccine unless prohibited due to medical and/or religious reasons. (Documentation must be provided). This vaccine may also be received from any Emory Healthcare Employee Health location
- Log hours served as a PFA through the Volgistics Volunteer Management system
- Complete required committee reports

Support

- The Emory Healthcare Office of Care Transformation manages the PFA program across the entire Emory Healthcare system. The Winship PFA program is a specialized group, dedicated to improving patient care within Winship Cancer Institute. The Winship PFA will receive on-going communication and announcements from the Office of Care Transformation, however, the day-to-day management and communication is facilitated by Winship Cancer Institute’s Volunteer Services Department. In addition, to these two groups, the PFAs will receive on-going support from the leadership of the various teams, projects, initiatives, councils and committees they participate with.
- Complimentary Valet parking will be given to all PFAs attending onsite committee meetings, etc.
- Light refreshments may be offered at some council and committee meetings.

Confirmation & Agreement Signature

I hereby certify that I, _____ (Print Name), have read the Patient & Family Advisor Role and understand the expectations, requirements, and time commitment that are necessary to fulfilling my pledge as a Patient & Family Advisor.

PFA Signature

Date

Staff Signature

Date

Winship Cancer Institute of Emory University:

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