### Co-Chair/Co-Vice Chair Patient/Family Advisor Role Description

**Position Title:** Co-Chair Patient/Family Advisor on the Alberta Health Services (AHS) Provincial Patient & Family Advisory Council (PFAC)

**Department:** Engagement and Patient Experience (EPE)

**General Information:**
Enhancing patient experiences is a key priority for AHS. Alberta Health Services values patient and family perspectives and is working to ensure that their experiences inform all aspects of the organization. Patient/Family Advisors play an important role in helping to improve the quality and safety of patient care.

**Purpose:**
To advise AHS, its’ senior leaders, healthcare providers, staff and physicians on policies, practices, planning and delivery of Patient & Family Centered Care.

Advisors comment that “our purpose is to work with AHS”.

Specific areas of Council involvement may include:
- Advising on policies, practices, and application of Patient & Family Centered Care principles
- Assisting in educating and communicating to both staff and the public around Patient & Family Centered Care principles and practices
- Bringing Patient & Family voices to advance Patient & Family Centered Care and patient engagement throughout the organization
- Co-designing projects, policies, and strategies through consultations
- Design, planning, implementation, refinement, and sustainability of Connect Care in direct projects and governance committees

The AHS PFAC is co-chaired with the Associate Chief Medical Officer and a representative Patient and Family Advisor.

The general role of Patient/Family Advisors is to encourage public participation between those receiving health services and leaders, staff and healthcare providers. The purpose is to enhance the principles of Patient and Family Centered Care and help strengthen the quality and safety of patient care for all Albertans.

**Knowledge, Skills, Abilities & Expectations:**
- Leadership and conflict resolution skills.
- Able to communicate effectively in a group.
- Share insights and information about personal experiences in a way that others can learn from them.
- Able to speak comfortably in a group with candor.
- Experience as a patient or family member of a patient of Alberta Health Services.

Patient/Family Advisor Chairs may also be asked to:
- Co-lead projects, committees or working groups.
- Participate in learning and development opportunities i.e.: conferences and webinars.
### Duties & Responsibilities:

The overall role of the Patient/Family Advisor Co-Chair is to manage and lead the PFAC Meetings.

The Patient/Family Advisor Vice-Chair role is to support the Co-Chairs where needed and take their place when Patient/Family Advisor Co-Chair is absent.

The role of the Patient/Family Advisor Co-Chair is to:
- To help ensure that the work of the PFAC is meaningful for all members.
- To represent and present the views, the input and work of the PFAC.
- To capture recommendations for meeting agenda items from PFAC Members.
- To review and approve meeting agendas and minutes with other Co-Chair.
- To attend PFAC meetings to provide stability and a safe environment for discussion.
- To act as a representative for PFAC at events and meetings as required.
- To help manage conflict within the PFAC, including conflicts of interest if they arise with members while doing the work of PFAC.

The Patient/Family Advisor Vice-Chair will take over these roles as required and also support the Patient/Family Advisor Co-Chair if needed.

### Time Commitment:

There is an expectation for additional time spent in planning and supporting the PFAC meetings. At minimum, there are ~3 hours of pre-regular meeting time with the PFAC Support Team, and ~1 hour of post-regular meeting debrief.

### Staff Roles & Responsibilities:

The PFAC Support Team from the Engagement and Patient Experience department will be the primary contact and support to the Patient/Family Advisor Co-Chair and Vice-Chair.

- Ensure registration and screening steps are completed.
- Maintain all documents as per AHS records management policies.
- Provide the Advisor with an AHS ID badge and access to Better Impact for maintaining a record of hours and Advisor profile.

### Orientation:

The Patient/Family Advisor Co-Chair and Patient/Family Advisor Vice-Chair will be given support and resources from the Engagement and Patient Experience Department.