

Position Title:	<p><u>Co-Chair</u> Patient/Family Advisor on the Provincial Patient and Family Advisory Group</p> <p><u>Vice Chair</u> Patient and Family Advisor on the Provincial Patient and Family Advisory Group</p>
Department:	Engagement and Patient Experience (EPE)
General Information:	Enhancing patient experiences is a key priority for Alberta Health Services (AHS). AHS 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:	<p>To advise AHS, its' senior leaders, healthcare providers, staff and physicians on policies, practices, planning and delivery of Patient/Family Centred Care. Advisors comment that “our purpose is to work <i>with</i> AHS”.</p> <p>Specific areas of Group involvement may include:</p> <ul style="list-style-type: none"> • Advising on policies, practices and Patient/Family Centred Care principles. • Assisting in educating both staff and the public around Patient/Family Centred Care principles and practices. • Representing a strong Patient/Family Voice to advance Patient/Family Centred Care and patient engagement throughout the organization. <p>The Patient and Family Advisory Group (PFG) is co-chaired with the Vice President of Quality and Chief Medical Officer and a representative Patient and Family Advisor.</p> <p>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.</p> <p>The overall role of the Patient/Family Advisor Co-Chair is to manage and lead the PFG Meetings.</p> <p>The Patient/Family Advisor Vice Chair role is to support the Co-Chair where needed and take their place when Patient/Family Advisor Co-Chair is absent.</p>

<p>Knowledge, skills, abilities & expectations:</p>	<ul style="list-style-type: none"> • 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 candour. • Experience as a patient or family member of a patient of Alberta Health Services. <p>Patient/Family Advisor Co-Chairs may also be asked to:</p> <ul style="list-style-type: none"> • Co-lead projects, committees or working groups. • Participate in learning and development opportunities i.e.: conferences and webinars.
<p>Duties and responsibilities:</p>	<p>The role of the Patient/Family Advisor Co-Chair is to:</p> <ul style="list-style-type: none"> • To help ensure that the work of the PFG is meaningful for all members • To represent and present the views, the input and work of the PFG. • To capture recommendations for meeting agenda items from PFG Members. • To review and approve meeting agendas and minutes with other Co-Chair. • To attend PFG meetings to provide stability and a safe environment for discussion. • To act as a representative for PFG at events and meetings as required. • To help manage conflict within the PFG, including conflicts of interest (defined as: actual or possible political, financial or personal gain) if they arise with members while doing the work of PFG. <p>The Patient/Family Advisor Vice Chair will take over these roles as required and also support the Patient/Family Advisor Co-Chair if needed.</p>
<p>Time Commitment:</p>	<p>There is an expectation for additional time spent in planning and supporting the PFG meetings.</p>
<p>Staff Roles & Responsibilities:</p>	<p>The Lead Senior Consultant, Engagement and Patient Experience will be the primary contact and support to the Patient/Family Advisor Co-Chair and Vice Co- Chair from an AHS perspective.</p> <ul style="list-style-type: none"> • 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 myvolunteepage.com for maintaining a record of hours and Advisor profile
<p>Orientation:</p>	<p>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.</p>