Patient and Family Advisors: Roles and Responsibilities

Module 1: Patient/Family Advisor and Staff Liaison Orientation
Education Series Overview

**Module 1:**
Patient and Family Advisors: Roles and Responsibilities

**Module 2:**
Staff Liaisons: Roles and Responsibilities

**Module 3:**
Meaningful Engagement
Key Learning Goals

• Principles of Patient and Family Centred Care
• Roles and Responsibilities
• Sharing Your Story
• Levels of Involvement
• Communication Tips
• Boundaries and Limitations
Principles of Patient and Family Centred Care

DIGNITY AND RESPECT
• Patient and family perspectives, choices, beliefs and values are listened to and honoured.

INFORMATION SHARING
• Patients and families receive complete and unbiased information in ways that are affirming and useful.

PARTICIPATION
• Patients and families are encouraged to participate in care and decision making at the level they choose.

COLLABORATION
• Patients and families are involved in the design, delivery, and evaluation of health services.
What Is An Advisor?

Patient and Family Advisors are individuals with either a direct or an indirect health care experience as either a patient, family member or caregiver/support person for a patient.

They are volunteers who have an active role in helping to understand and improve the patient/family experience which ultimately increases the quality and safety of patient care.
Characteristics of a Successful Advisor

Work collaboratively to improve the patient and family experience and bring about meaningful change

- Share personal stories and insights in ways others can learn from
- Represent the patient and family voice by seeing beyond your own personal experiences
- Maintain confidentiality of patient and organizational information
- Ask questions and seek clarification
- Respect and listen to the perspectives and experiences of others
Why Stories Matter

• Stories are memorable and can inspire change
• Your story is the key to why you are an advisor
• You can choose how, when and the modes for sharing your story
Sharing Your Story - Important Considerations

USE THE 5 W’s

WHO is it about?
WHAT happened?
WHEN did it take place?
WHERE did it take place?
WHY did it happen?

This is your story from your perspective:

• What do you want to be different because you shared your story?
• Focus on experiences, not people
• Avoid personal identifiers in your story
• Is this something you feel comfortable sharing?
Levels of Involvement

Regular and ongoing
• A dedicated member of a long-term committee, council or advisory group

Occasional or short-term
• Short-term working groups or design sprints

One-time
• One-time consultations (brochures, policies, focus groups, surveys, etc.)
• Sharing your story with frontline staff, at conferences, in meetings

Scope: Provincial, Zone, Site, Program or Project
Effective Communication
Advocacy vs Advisory

ADVOCACY work seeks to
ENSURE SPECIFIC OUTCOMES

ADVISORY work seeks to
INFORM PROCESS
Boundaries and Limitations

Respect personal boundaries

Maintain confidentiality

Avoid giving medical advice

Participate within the scope of your advisory position
Benefits and Opportunities

- Educate leaders and care providers about the value of Patient and Family Centred Care
- Personal growth and development
- Develop personal relationships and networking opportunities
- Help create a safer, more patient and family-centred healthcare system
Supports for Advisors
Questions?
For More Information

Engagement and Patient Experience Website:
http://www.albertahealthservices.ca/info/patientengagement.aspx

Volunteer Resources – Patient Engagement:
References/Acknowledgements/Resources