

Insert hospital logo here

Become a Patient and Family Advisor: Information Session

[Hospital Name | Presenter name and title | Date of presentation]



Today's session

- What do patient and family advisors do?
- Who can be an advisor?
- How do patient and family advisors help at our hospital?
- Next steps if you are interested in becoming an advisor
- Questions

Patient and Family Advisors



- What do advisors do?
- Who can be an advisor?

Advisors: What they do

- Provide input into or feedback on:
 - **Patient and family experiences**
 - **How we deliver care to patients**
 - **Materials we give to patients and families**
 - **Facility design**
- Your experiences are a powerful tool for inspiring change

Advisors: Who they are

- Patients and family members who have experienced care at our hospital
- Your experiences qualify you for the role
- We provide any additional orientation and support you need

Patient and Family Advisor Opportunities at [Insert Hospital Name]



- **Presenter note:** This presentation discusses several ways of working with advisors:
 - **Patients and families as advisors on short-term projects, typically on an as-needed basis**
 - **Patients and families as advisory council members**
 - **Patients and families as members of hospital quality and safety committees**
- Not all hospitals will choose to work with advisors in all three ways. Adapt the slides that are appropriate to the opportunities available within your organization and delete the others.

Advisors for short-term projects

- Participate in discussion groups to provide input on care practices or policies
- Review, revise, or help create educational and informational materials for patients and families
- Serve as members of a workgroup or committee
- Share their stories with hospital leadership, clinicians, and other staff

Example projects

- [**Presenter note:** Insert examples of opportunities for advisors at your hospital to participate in short-term projects or include examples of past projects (e.g., review materials, participate in discussion groups, or tell their story).
- [**Insert photo or illustrative example.**]

Advisor commitments

- [Insert information on typical time commitment for short-term advisors per month.]
- [Insert information on procedures (e.g., how do advisors know when you need their assistance).]
- [Insert any information on stipends or reimbursement.]

- [**Presenter note:** The following slides are about patient and family advisory councils. If your hospital does not offer this opportunity, delete these slides.]

Advisors as council members

- Patient and family advisory council members work together to:
 - **Identify and implement ways of improving the care experience for all patients and families**
 - **Discuss and plan changes to improve hospital quality and safety**
 - **Identify ways of improving the care experience for all patients and families**
- Council members include patients, families, hospital staff, and clinicians

Example advisory council projects

- [Presenter note: Insert examples of advisory council projects and efforts at your hospital based on past experiences or anticipated needs.]
- [Insert a photo or illustrative example.]

Advisory council commitments

- [Insert information on how often the council meets and for how long.]
- [Insert information on time commitment, term length, compensation, and training.]

- [**Presenter note:** The following slides are about patient and family advisors as members of hospital quality and safety committees. If your hospital will not offer this opportunity, delete these slides.]

Quality and safety advisor opportunities

- Patient and family advisors as members of hospital quality and safety committees
- [Insert information about specific opportunities at your hospital (either in existence or planned).]
 - [Names of committees]

Example quality and safety committee projects

- [Presenter note: Insert examples of how patient and family advisors have served or could serve as members to facilitate the work of quality and safety committees.]
- [Insert photo or illustrative example.]

Quality and safety advisor commitments

- [Insert information about how often the committee(s) meets and for how long.]
- [Insert information about time commitment, term lengths, compensation, training.]

Why are advisors so important?

- Working with patient and family advisors as partners

Improving the care we provide

- Our goals:
 - Patients get the best care for their condition in a safe environment
 - Patients and families have good experiences and feel supported while they are in the hospital
 - Patients get care that is patient- and family-centered

Improving the care we provide (continued)

- Patient and family advisors help us achieve our goals by creating an environment where patients, families, clinicians, and hospital staff all work together as partners to improve the quality and safety of hospital care

Input from patients and families

- While you were in the hospital:
 - Was there a time when you had a really good experience?
 - Did you think there were things we could have done better or differently?
- Based on your experiences, write one idea for making sure other patients and families have the best experience possible

Preparing to Become an Advisor

- Am I ready to become an advisor?
- Tips for being an engaged advisor
- How we will help you prepare

What does it take to be an advisor?

- Listen to and respect the perspectives of others
- Work well with different kinds of people
- Speak comfortably and openly in group settings
- Share insights and information
- See beyond your own experiences
- Show concern for more than one issue or agenda

Am I ready to become an advisor?

- Patients and family members are ready to become advisors when:
 - They are willing to talk about their experiences constructively
 - They are ready to work with people from different backgrounds who may have differing viewpoints
 - They are willing to keep information they hear private and confidential

What are some tips for being an engaged advisor?

- Listen well
- Ask questions
- Share your views
- Keep an open mind
- Be willing to cope with disagreement
- Ask for feedback
- Keep commitments
- Think about your story

How will we help you prepare to be an advisor?

- Our staff liaison, [**insert liaison name**], is here to support advisors
 - **Recruitment**
 - **Orientation**
 - **Coaching and training**

Next steps

- Fill out the “My Participation Interests” form
- The staff liaison will review your interest form, schedule an interview, and discuss your interests
- [Include information here about selection process (e.g., for advisory council), or explain that advisors will be added to a database and contacted as needed.]

Questions?

- Questions?

Final thoughts

- Your perspectives and experiences provide the rich data we need to improve our services
- Your participation allows us to work together to improve care experiences
- Improvement is a journey, not a destination
 - **Your stories make the journey worthwhile**

Thank you!

- For questions or more information:
 - **[Insert name and contact information of patient and family advisor liaison]**