



INSTITUTE FOR PATIENT- AND FAMILY-CENTERED CARE

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PATIENT AND FAMILY PARTNERS ROLES

We believe that working with you to improve care at our practice will make the changes made better meet the needs of all our patients and their families. We invite you to consider becoming a *Patient or Family Improvement Partner*. Sharing your ideas, experience, and opinions helps us think about ways to improve the care experience. There are many different ways or “jobs” that benefit by the insights of people like you. All of them provide you with a chance to work with us to improve care for everyone.

Patient or Family Improvement Partner job descriptions:

Job	Purpose	Notes
Patient and Family Advisory Council (PFAC) member	A group of patients and families and staff who meet monthly to provide input to the practice on a broad range of issues.	Generally meets monthly and requires a time commitment of 3-4 hours per month for a year or more.
Improvement team participant	To identify ways to improve care for specific populations or conditions	These teams meet for a short time to address and improve a specific program area (e.g. diabetes, high blood pressure, etc.)
Patient education work group member	To help develop or evaluate informational materials so they are useful and written in ways that are easy to understand	This could include brainstorming before development of educational materials, creating materials, or evaluating existing information to make suggestions for improvement
Task Force Member for Special Initiative	To add the voice of the patient and family to a project or initiative	Examples include facility remodel/design, developing patient portals, improving signage and way finding,
Focus Group participant	To provide input on a specific topic identified by the practice	Generally, a one-time event. An experienced partner could co-facilitate a focus group with staff
Training partner in orienting new staff or clinicians or as part of an in-service	To share your story or care experience to raise awareness of the impact each staff and clinician has on the patient experience	This might be an ongoing role or a one time only experience
Operational team member	To help improve processes like registration, billing, and clinic flow	Time limited opportunity to help ensure value is enhanced for patients and families

Peer mentor or co-leader of a educational program	To support patients and families in improving health and self-management skills	Generally, an advanced role that requires some training and requires expertise with managing a particular condition effectively
Patient Satisfaction Team	Participate in creating or revising a patient/family satisfaction survey and developing strategies to respond to concerns and problems reported	Maybe an ongoing group or limited duration assignment
Co-Chair of Improvement Team	In partnership with practice leaders, help facilitate meetings, set agendas and take a leadership role in ensuring robust patient and family involvement	This is a role for an experienced and successful partner who has worked on other efforts
Member of Safety or Quality Team	Join an ongoing group of staff, leaders, and clinicians who monitor issues of quality and safety	This group monitors the ongoing outcomes in the practice. They may address issues identified or create teams to report action taken to improve outcomes with this group

Responsibilities of Patient and Family Improvement Partners

- Each member is responsible to actively participate both in and out of meetings to achieve the purpose stated by the specific job assigned.
- Share personal experiences, stories, observations and opinions as a patient or family member. Additionally, reach out broadly and listen to other patients, families, staff and community members as opportunities arise.
- Be committed to improving care for all patients and families members.
- Respect the collaborative process and the forum to discuss issues, be willing to listen to and consider differing viewpoints, share ideas for improvement and encourage other council members to do the same.
- Share both positive and negative experiences in a constructive way.
- Work effectively with other *Improvement Partners* as well as the organization's staff, leaders and clinicians.
- Act as change agents to support the achievement and maintenance of quality goals including the patient and family experience until they become the standard across the organization.
- Review materials provided prior to the meeting, so that each person is prepared to actively ask questions, contribute ideas and provide input during the meeting
- Maintain confidentiality of meeting content.