

### **Roles, Responsibilities & Qualities Patient Advisor**

A Patient Advisor is a patient or family member of a patient at the health center. Patient Advisors serve as an advisory resource for current and future projects on improving the patient experience. Patient Advisors collaborate with PAC Clinic Champions, the PAC Coordinator, clinic management, staff, and providers about how to make improvements at the health center. A Patient Advisor is a volunteer position.

#### **Responsibilities of a Patient Advisor:**

- To act as an advisory resource to administration, providers, and multidisciplinary staff.
- To advise the practice on planning and operational matters.
- To assess and evaluate the quality of services provided.
- To advise and make recommendations for a physically attractive environment that is responsive to the needs of patients and their families.
- To serve as a vital link between the practice and the community it serves.
- To contribute to the education of present and future healthcare providers.
- Be an active participant in council activities.
- Prepare for and attend monthly meetings.
- Notify meeting coordinator if unable to attend meeting.
- Maintain patient confidentiality and sign confidentiality agreement and waiver of liability.
- Participate in formulation and evaluation of PAC yearly plan.
- One year term commitment. With a three year maximum term.
- Participate in recruitment of new members.

#### **Qualities of Patient Advisor**

- Must be a patient or family member of a patient who is receiving care at health center.
- Able to communicate and work with families and staff whose backgrounds, experiences and styles may be very different from their own.
- Positive approach and ability to share and see many different points of view.
- Good listening skills.
- Enthusiastic about health center's mission.
- Ability to share both positive and negative experiences in a constructive way.
- Commitment to improve care for all patients and family members.
- Willingness to listen and collaborate with other patients, family and staff.

### **Roles, Responsibilities & Qualities Patient Advisory Council Clinic Champion**

The PAC Clinic Champion is any member of the staff who recruits and sustains the involvement of patient and family advisors at the Health Center. The Clinic Champion is the main link between clinic leadership and the Patient Advisory Council. They work with PAC coordinators, staff and providers to ensure successful collaboration on PAC initiatives. With the support of the PAC Coordinator, the Clinic Champion will monitor the progress being made on PAC projects.

#### **Responsibilities of a Clinic Champion:**

- Advocate for patient engagement at the health center.
- Participates in monthly PAC mtgs.
- Knows the culture and organization of the clinic and its staff.
- Provides information about the clinic to PAC members.
- Provides guidance and direction to PAC coordinator.
- Helps recruit volunteer patients onto the PAC as patient advisors.
- Prepares staff and providers for working collaboratively with patient advisors.
- Works collaboratively in tracking the impact of the patient advisory council.
- Meets regularly with clinic's management team to provide updates on patient priorities expressed and bring back needs of clinic to patients for collaboration.
- Participate in formulation and evaluation of PAC yearly plan.
- Will be main clinic contact for the Primary Care, Care Experience team.
- Aware of strategic opportunities to introduce/integrate patients and family- centered concepts into new or ongoing initiatives which typically include:
  - Quality Improvement meetings
  - All staff and team meetings
  - Provider Meetings
  - Other

#### **Qualities of a Clinic Champion**

- Mission driven and Patient Centered
- Desire to improve the operations and quality care of the clinic
- Open-minded and sensitive to others' ideas and feedback
- Ability to see strengths in all people in all situations and be able to build on these strengths
- Ability to work collaboratively
- Ability to work positively and proactively

### **Roles, Responsibilities & Qualities Patient Advisory Council Coordinator**

The PAC Coordinator works closely with the Clinic Champion of the health center to support the establishment and sustainability of the Patient Advisory Council. The PAC coordinator will be the main administrative support helping facilitate collaboration with staff, providers, leadership and patients, in order to support the integration and sustainability of the patient and family voice in quality improvement efforts.

#### **Responsibilities of a PAC Coordinator:**

- Coordinates the logistics for the PAC monthly meeting of the clinics including room set up and food.
- Coordinates the recruitment and nomination of Patient Advisors.
- Conducts outreaching activities, phone calls and provision of recruitment tools to health centers as necessary.
- Ensures that Patient Advisors are oriented and prepared to fully participate on PAC's, quality improvement teams, and other related activities.
- Ensures that advisors have advance notice for meetings and the agendas as well as other information and resources they need to be successful participants.
- Collaboratively works with Clinic Champion, providers, staff and Patient Advisors to ensure progress and sustainability of PAC's.
- Participate in formulation and evaluation of PAC yearly plan.
- Produces meeting minutes and distributes them to relevant parties.
- Tracks project progress.

#### **Qualities of a PAC Coordinator**

- Mission driven and Patient Centered.
- Experience working in diverse and multi-cultural settings with underserved populations.
- Desire to improve the quality of healthcare.
- Strong coordination and administrative skills.
- Open-minded and sensitive to others' ideas and feedback.
- Ability to work collaboratively.
- Ability to work positively and proactively.