



# NORTHUMBERLAND HILLS HOSPITAL

## **Patient and Family Advisor**

### **Role Description**

*Updated December 2018*

#### **Reporting Relationships:**

The volunteer Patient and Family Advisors work closely with both the Co-Facilitators and the Program Director/Manager associated with the Quality and Practice Committee (QPC) and/or unique department/program/project to which they have been assigned. The Council as a whole reports to the NHH Board of Directors through the Quality and Safety Committee on progress against their Roles and Responsibilities.

#### **Definition of a Patient/Family Advisor:**

A person who has received care or a family member of someone who has received care from NHH and, upon expressing a genuine interest, is selected to work alongside providers, in a partnership, to share their experiences, communicate their perspective, inform decision-making and improve quality through direct input into decisions, practices and policies.

#### **Roles and Responsibilities:**

Advisors will:

- Ensure patients/families have a voice in order to inform decision making
- Share experiences (positive and negative) as they relate to NHH programs and services for the purpose of promoting and enhancing patient-centred care
- Participate as partners in the planning and operations of specific programs, department and projects and respectfully identify processes at NHH that do not work well for patients/families
- Provide feedback on NHH patient experience metrics and, related to that, support as able the conducting of real time patient experience surveys
- Review and provide feedback on items referred to the PFAC and, conversely, bring forward recommendations for areas/projects that may benefit from PFAC input
- Support the organization in quality improvement
- Evaluate the performance of the PFAC annually
- Report to the NHH Board through the Quality and Safety Committee on progress against Roles and Responsibilities

Additional responsibilities expected of all Council Advisors as they fulfill the role above include:

- Maintaining confidentiality, as appropriate, by not discussing meeting information outside of the meeting
- Preparing for meetings by reading any related materials sent out prior
- Regularly attending meetings and providing input while in attendance
- Completing quarterly Advisor Activity Tracking Sheets to support biannual reporting to Board/community
- Relaying public NHH information (as shared in news releases, newsletters, special event notices, etc.) to community contacts, and helping to connect community members to NHH contacts/processes (e.g. Patient Relations Delegate) as appropriate
- Maintaining a dedicated, personal email address for the receipt of confidential hospital materials (email addresses should be personal (vs work-related) and not shared with family members/friends)
- Ensuring proper destruction of all hospital documents (NHH provides secure shredding bins for the safe destruction of documentation that may contain confidential material – these will be made available to Advisors as required)
- Completing the necessary NHH Confidentiality Agreement, pledge to respect the NHH values, and criminal record check including a vulnerable sector screening
- Ensuring all necessary immunizations are up-to-date, as per NHH policy

### **NHH's Commitment to its Patient/ Family Advisors**

The NHH Board of Directors' policy on Community Engagement outlines seven guiding principles that reflect best practices related to community engagement. These principles will also guide NHH's commitment to the Patient and Family Advisory Council.

1. Public participation is based on the belief that those who are affected by a decision have a right to be involved in the decision-making.
2. Public participation includes the promise that the public's contribution will (where opportunity permits) influence the decision.
3. Public participation promotes sustainable decisions by recognizing and communicating the needs and interests of all participants.
4. Public participation seeks out and facilitates the involvement of those potentially affected by or interested in a decision.
5. Public participation seeks input from participants in designing how they participate.
6. Public participation provides participants with the information they need to participate in a meaningful way.
7. Public participation communicates to participants how their input affected the decision.

### **Qualities:**

Advisors will be:

- Respectful of others' opinions and ideas
- Comfortable speaking in a group, and asking for clarification if needed
- Able to work collaboratively with others
- Able to communicate negative experiences in a positive, constructive manner
- Good listeners
- Willing to partner with NHH staff, physicians, other patients and family members
- Flexible and patient
- Able to see beyond personal experiences and represent views of other patients and families

**Qualifications:**

In addition to the qualities listed above, Advisors must be:

- Over the age of 18 and have experience in the past three years as a patient of NHH or the family member/caregiver of one who has been a patient at NHH in that timeframe
- Committed to NHH's shared purpose and values

**Review of Role Description:**

The Role Description will be reviewed annually by the PFAC, at or before the close of each calendar year. Upon approval from the PFAC the Description will be brought forward to first the Quality and Safety Committee of the Board and, finally, the Board for final approval to help ensure alignment with organizational goals.