

ENGAGEMENT & PATIENT EXPERIENCE/VOLUNTEER RESOURCES ROLE DESCRIPTION –Patient/Family Advisory Group Advisor

Position Title:	Patient/Family Advisor on the Provincial Patient and Family Advisory Group
Department:	Engagement and Patient Experience (EPE)
General Information:	Enhancing patient experiences is a key priority for Alberta Health Services (AHS). AHS values patient and family perspectives and is working to ensure that their experiences inform all aspects of the organization. Patient/Family Advisors play an important role in helping to improve the quality and safety of patient care.
Purpose:	<p>To advise AHS, its senior leaders, healthcare providers, staff and physicians on policies, practices, planning and delivery of Patient/Family Centred Care. Patient/Family Advisors comment that “our purpose is to work <i>with</i> AHS”.</p> <p>Specific areas of group involvement may include:</p> <ul style="list-style-type: none"> • Advising on policies, practices and Patient/Family Centred Care principles. • Assisting in educating both staff and the public around Patient/Family Centred Care principles and practices. • Representing a strong patient voice to advance Patient/Family Centred Care and patient engagement throughout the organization. <p>The general role of Patient/Family Advisors is to encourage public participation between those receiving health services and leaders, staff and healthcare providers. The purpose is to enhance the principles of Patient and Family Centered Care and help strengthen the quality and safety of patient care for all Albertans.</p>
Knowledge, skills, abilities & expectations:	<p>This volunteer role is advisory in nature, not advocacy in nature. The difference between these two roles is considered as follows: An <u>Advisor</u> seeks to <u>inform a process</u>, while an <u>Advocate</u> seeks to <u>ensure a particular outcome</u>.</p> <p>Patient/Family Advisors represent a variety of backgrounds, cultures, and age groups and are able to bring and listen to diverse points of view (e.g., in terms of geographic locale, age, gender, culture, ethnicity, education, employment or abilities) that reflect the population of Alberta.</p> <p><i>Note: the term “patient” is a broadly used term and may refer to a person (or the family of that person) receiving care in hospital or medical facility, clients receiving services in community-based or outpatient setting, residents of long-term care facilities or in supportive living environments.</i></p>

Patient/Family Advisors will typically:

- Have a personal patient or family health service related experience
- Be able to share insights and personal health experiences and act to bring the Patient and Family Voice to consultations.
- Be willing to listen and to contribute ideas, feedback and input with the goal of strengthening health care services.
- Share perspectives, experiences and both positive/negative feedback in a respectful manner.
- Be involved in the spirit of volunteerism, to enhance Patient and Family Centered Care.
- Be aware of personal limitations/boundaries and seek support if required.
- Maintain confidentiality in all forms of communications (verbal, paper and electronic).
- Have regular access to email.
- Attend meetings as agreed; if unable to attend, provide advance notice to Engagement and Patient Experience Staff.
- Review meeting materials in advance and complete all required preparations.
- Respond in a timely manner to correspondence.
- Be accountable for any commitments made for additional work.
- Complete the required volunteer screening and registration (refer to Registration Steps).
- Comply with the AHS Code of Conduct, the Conflict of Interest Bylaw, and other applicable bylaws, policies, procedures, or governance documents relevant to their role.
- Be accountable per applicable Terms of Reference (attached).

Patient/Family Advisors may also be asked to:

- Co-lead projects, committees or working groups.
- Participate in learning and development opportunities i.e.: conferences and webinars.

Duties and responsibilities:

Alberta Health Services and the Engagement and Patient Experience Department welcomes open and honest discussions and information sharing with the Patient and Family Advisory Group members.

Members are encouraged to assist in the valuable work of providing the Patient and Family Voice to various projects and work undertaken by AHS by contributing at the PFG meetings, and participating in subcommittee work or other engagement opportunities where possible. Patient and Family Advisory Group members are volunteers; therefore their membership term must also reflect the AHS Volunteer Policy.

Expectations and Conduct:

Meetings are conducted respectfully with an emphasis on listening and understanding to ensure that all members have an opportunity to participate

and that all perspectives are heard. It is the responsibility of the Co-Chairs to ensure that conflict, when it arises, is managed respectfully of all parties and in a timely manner.

Additional expectations on participation and conduct are as follows:

- Members of the Patient Family Advisory Group will attend the regularly scheduled PFG meetings and will notify the Senior Consultant/Coordinator if he/she are unable to attend.
- Members have a demonstrated interest in the health of the community, representing the Patient and Family Voice and health issues.
- Members will demonstrate mutual respect and accountability.
- Members will uphold Patient & Family Centered Care principles and serving the patient & family interest.
- Members will act in good faith and place the interests of the Patient and Family Advisory Group above their own private interests.
- When a member becomes aware of a real or apparent conflict of interest the member will disclose this conflict to the AHS EPE Support staff.
- Members of PFG who support other AHS committees and working groups will act as representatives on behalf of PFG, as well as bring forward topics and issues to PFG as appropriate.
- Members participate on quality, safety, and patient experience improvement committees at a governance and senior leadership level, and with specific health service operational leaders and providers, to ensure that the patient/family perspective is included.
- Members collaborate with and participate in relevant health quality, safety and patient engagement/experience initiatives with other councils within AHS and with other organizations and stakeholders at the provincial and national levels.

**Time
Commitment:**

A meeting schedule is established at the beginning of each year. At a minimum, 80% of the group (24 Patient/Family Advisors) meets six (6) times per year in person. In the event that Patient/Family Advisors are unable to attend in person, participation can occur through video or teleconference, ensuring advance notification to AHS EPE staff so that the appropriate arrangements can be made. Opportunities will be presented to the Patient/Family Advisors to participate in other committees and other advisory related work that they can volunteer for as they are able. Outside committee work may require additional travel or expense payment arrangements. Flexibility and accommodation of members' needs and abilities is a priority to ensure participation.

In addition to the actual meeting times there is additional time required for reading and preparation work for some meetings.

Length of Term

- New members agree to serve as Patient/Family Advisors on the group for a minimum of three years.
- Members can serve a maximum of six consecutive years. A term commences from September to August annually.

Staff Roles & Responsibilities:

The EPE staff liaison(s) will:

- Meet with Patient/Family Advisors and provide a role specific orientation(s).
- Act as the supervisor/primary contact to the Patient/Family Advisors, answering questions regarding the role, assisting with support issues and needs arising from the role.
- Provide clear details of the expectations and purpose of the role(s).
- Be open to regular communication with the Patient/Family Advisors, receive and respond to any concerns, issues, or challenges that may arise from the role.
- Arrange for reimbursement of reasonable expenses incurred by the Patient/Family Advisor to participate in meetings, as discussed in advance, and per AHS guidelines.
- Support Patient/Family Advisors to maintain a record of their volunteer hours and involvement in partnership with Volunteer Resources.

AHS Volunteer Resources will:

- Support the recruitment/interview and orientation of Patient/Family Advisors.
- Ensure registration and screening steps are completed.
- Maintain all documents as per AHS records management policies.
- Provide the Patient/Family Advisor with an AHS ID badge and access to myvolunteerpage.com for maintaining a record of hours and Advisor profile.

Registration Steps:

Patient/Family Advisors will complete:

- ✓ An Advisor Expression of Interest (or online application form)
- ✓ An Interview and provide references, if requested.
- ✓ A Police Information Check
- ✓ A Confidentiality Form
- ✓ An Education/Promotion Consent Form
- ✓ An Orientation (as noted below)

Communicable Disease screening with Workplace Health & Safety is required when a Patient/Family Advisor's role will be on a patient care unit or involve patient contact.

Orientation:

To be provided with support from Volunteer Resources and delivered by the Engagement and Patient Experience Department area as appropriate.

Orientation will include:

- An Advisor Orientation Handbook, with supporting resources.
- Terms of Reference (attached).
- Role and/or program-specific orientation.

Feedback & Additional Support:

Feedback will be facilitated through the EPE staff liaison and Volunteer Resources as required.

Volunteer Resources' online volunteer portal can provide the opportunity to receive AHS organizational announcements, important volunteer health and safety updates (e.g. flu clinic information), as well as information on education, professional and personal development opportunities available to volunteers.

The role description will be reviewed annually with input from the Patient/Family Advisors, the Engagement and Patient Experience Department and Volunteer Resources.
