

Section 1. Responsibilities and Expectations

As a patient and family advisor, your experiences are a powerful tool for inspiring change at our hospital. By sharing your perspectives and working with hospital staff and other patient and family advisors, you can make a real difference. The time and energy you invest help us make important changes and improve the care experience for other patients and families.

As an advisor, there are things that we will ask you to do. There are also things we will do to make sure we are doing our best to build a strong partnership with you.

We promise to:

- Provide you with the training you need to be an engaged advisor
- Provide you with the resources and organizational support you need to do your job well
- Identify a staff liaison who will help you prepare for meetings; provide you with information; and be available if you have comments, questions, or concerns about your role
- Listen and respond to your ideas and suggestions
- Keep you informed about how your feedback and ideas contribute to changes and improvements

You promise to:

- Support and commit to the mission and vision of our hospital
- Attend orientation and training
- Prepare for meetings as needed by reviewing materials, reading a report, or completing a task before a meeting
- Attend meetings as required. If for some reason, you cannot attend a meeting, please call your staff liaison. You can also ask if there is another way you can participate (for example, by phone)
- Actively participate in meetings by sharing your input and opinions
- Maintain confidentiality. As a patient and family advisor, you may have access to health information about other patients that must remain private

Key contacts for the PAFC program

At Shenandoah Medical Center, the Care Coordinator and the CEO direct all the activities of patient and family advisors. They will make sure you get the training you need and that you complete all the necessary requirements. They also work with hospital staff to prepare them to work with patient and family advisors.

They are available to you by phone, email or in person to answer any questions you have or to discuss your participation as an advisor.

Training and orientation

We are committed to making sure you have the training you need to feel confident in your role as a patient and family advisor. This manual is only one part of your training. Other parts of your training will include:

- One on one orientation with PFAC coordinators
- Group education opportunities

Training commitments

The amount of time you spend on advisor activities depends on your specific role. The expected amount of time is 3-4 hours per month

- You may be asked to review materials to prepare for a meeting. We will make sure you have enough time to review them and will send them to you either by mail or by email, depending on your preference

Confidentiality agreements

As a patient and family advisor, you may have access to health information about other patients. It is important to know that a federal law call HIPAA (Health Insurance Portability and Accountability Act) protects how health information can be used and disclosed.

Health information cannot be shared outside the hospital or health care facility. It cannot be shared in any written, verbal, or email communications with friends, family, or anyone else unless specifically permitted.

The easiest way to remember what HIPAA means is the saying, “What you see or hear here must remain here.”

We will ask you to read and sign a confidentiality agreement to indicate your understanding of and cooperation with these requirements.

Feedback and review process

Your feedback helps us better understand how we can support you and your fellow advisors. The staff liaison will meet with you regularly to get your feedback on how things are going. These meetings are also a chance for you to let the staff liaison know how we can improve and expand our advisory activities. During these meetings, the staff liaison will also ask you about your goals and whether there are any areas in which you would like to strengthen, or expand your skills.