

**The MetroHealth System**  
**Patient and Family Advisor**  
**Role Description**

**Summary**

Patient and Family Advisors will contribute to the improvement of experience, safety, quality, process, environmental design and delivery of care. The Patient and Family Advisor brings the patient/family perspective to hospital operations.

**Responsibilities**

1. Complete MetroHealth Volunteer Orientation and sign a confidentiality statement
2. Complete MetroHealth Patient and Family Advisor specific orientation
3. Role may include but not limited to:
  - Members of organizational task forces, committees, or work groups
  - Members of patient experience committees and participants in initiatives
  - Participants in quality improvement and safety initiatives
  - Reviewers/producers of informational and educational materials for patients
4. Participation typically involves 1-4 hours per month
5. Participation is voluntary and may be withdrawn with notice at any time. A one-year commitment is preferred.

**Qualifications**

1. Interest in MetroHealth's transformation and making a difference in future patient and family member care at MetroHealth
2. Patient or family member of a patient who has received medical care at The MetroHealth System
3. Represents the patient or family perspective
4. Willing to share personal experience
5. Able to provide constructive feedback
6. Able to maintain confidentiality

If you are a patient or family member interested in becoming a Patient and Family Advisor, please contact [PFA@metrohealth.org](mailto:PFA@metrohealth.org)