# Patient and Family Advisor (PFA) Expectations

## Purpose of the Role

The Patient and Family Advisor (PFA) plays a vital role in improving the quality, safety, and experience of care in healthcare settings. PFAs offer the unique perspective of patients and families to support the design and delivery of person-centered care. Their insights help The MetroHealth System identify opportunities for improvement based on real-life experiences.

## Core Responsibilities

**Share Personal Experiences:**

- Use your own experiences and insights, but be able to step out of your individual perspective to consider the broader patient/family experience.
- Represent the voice of patients and families in a respectful and inclusive manner.

**Contribute to Healthcare Improvement:**

- Participate in projects, committees, or advisory councils to enhance patient-centered care.
- Offer input on programs, patient education materials, facility design, etc., as needed.

**Work Collaboratively:**

- Partner with staff, leaders, and other PFAs in a collaborative and respectful way.
- Promote mutual respect, listening, and shared learning.

**Maintain Confidentiality:**

- Protect the privacy and confidentiality of patient information and internal discussions.
- Sign confidentiality document.

**Professional Conduct and Respectful Engagement:**

- Use respectful and inclusive language at all times, avoiding verbiage that could be perceived as offensive or dismissive.
- Avoid any offensive language, including swearing or derogatory remarks.
- Uphold a standard of conduct that reflects The MetroHealth System values.
- Respect personal and professional boundaries by being mindful of your role and maintaining a supportive, considerate approach in all interactions.

**Commit to Learning:**

- Stay informed about the goals and structure of The MetroHealth System and projects you are involved in.

## Time Commitment

- Be reliable and punctual for scheduled meetings and activities.
- Notify staff in advance if you are unable to attend.

Typical commitments range from 1–4 hours per month, depending on project involvement.

## Qualities of a Successful PFA

- Effective communicator with good listening skills.
- Open-minded and respectful of differing opinions.
- Committed to improving the healthcare experience for all.
- Comfortable speaking in a group and sharing feedback constructively.
- Willing to collaborate with diverse teams.

## Boundaries of the Role

- PFAs do not provide clinical advice.
- PFAs are not expected to resolve individual grievances or represent personal agendas. If PFAs have complaints/grievances related to their care experiences, they are expected to contact Patient Relations, and follow the appropriate process for voicing concerns.
    - Patient Relations Phone: 216-778-5800
    - Patient Relations E-Mail: patientrelations@metrohealth.org
- PFAs do not have decision-making authority but provide valuable recommendations to inform decisions.
- PFAs do not promote or discuss personal business ventures. If interested in doing business with MetroHealth, PFAs must follow the appropriate process for outside vendors. Information is available on metrohealth.org (Supply Chain Management | The MetroHealth System).

## Agreement and Accountability

By accepting the role of Patient and Family Advisor, you agree to adhere to the duties, responsibilities, and boundaries outlined in this document. You also understand that continued participation is based on ongoing alignment with the goals, values, and conduct expectations of The MetroHealth System.

# The MetroHealth System
## Volunteer Assignment

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| Location: | The MetroHealth System |
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| Department: | Office of Patient Experience |
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| Volunteer Position: | **Fully Onboarded Patient and Family Advisor**<br>*Participation in person or via Webex, Microsoft Teams, Zoom or other virtual platform or by phone.<br><br>**OR**<br><br>**Virtual Only Patient and Family Advisor**<br>*Participation via Webex, Microsoft Teams, Zoom or other virtual platform or by phone |
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| Purpose: | The Patient and Family Advisor (PFA) plays a vital role in improving the quality, safety, and experience of care in healthcare settings. PFAs offer the unique perspective of patients and families to support the design and delivery of person-centered care. Their insights help healthcare teams identify opportunities for improvement based on real-life experiences. |
| Days/Hours: | 1-4 hours per month (no minimum participation requirement) |
| | |
| Qualifications: | • Patient or family member of a patient who has received medical care at The MetroHealth System.<br>• Interest in MetroHealth's transformation.<br>• Interest in collaborating with MetroHealth staff with the goal of improving safety, quality, delivery of care, and the experience of patients, family members and visitors.<br>• Represents the patient or family perspective.<br>• Able to provide constructive feedback.<br>• Able to maintain confidentiality. |