



## About the Patient/Family Advisory Program

At Holzer Health System, our Core Values guide us to keep the patient at the center of all we do. We recognize that patients are the experts of their own bodies, and families are essential to every patient's health and an integral member of the care team. We want to invite patients and families who have had personal experiences with Holzer to be our partner to provide a patient-family perspective on the delivery of care experienced at Holzer.

### What is a Patient and Family Advisor?

Patient and Family Advisors work in partnership with Holzer to create a patient-centered care environment and experience. Advisors provide the patient and family perspective across a wide range of Holzer initiatives and give direct input on the decisions, policies, and practices that affect the services our patients receive.

### Mission

Friendly Visits, Excellent Care;  
Every Patient, Every Time.

### Vision

We will be the regional leader in:

- Primary Care
- General Medical and Surgical Services
- Cancer Care
- Post-Hospital Care, and
- Healthcare Education

### Values

With the patient being the center of all we do, we are committed to excellence through:

- **QUALITY**
- Friendliness
- Integrity
- Respect
- Service, and
- Teamwork



### Organizational Experience

740.441.3392  
[www.holzer.org/pfa](http://www.holzer.org/pfa)

# Patient/Family Advisory Program



# iCare

*Friendly Visits, Excellent Care;  
Every Patient, Every Time.*



**Partner With Us!**

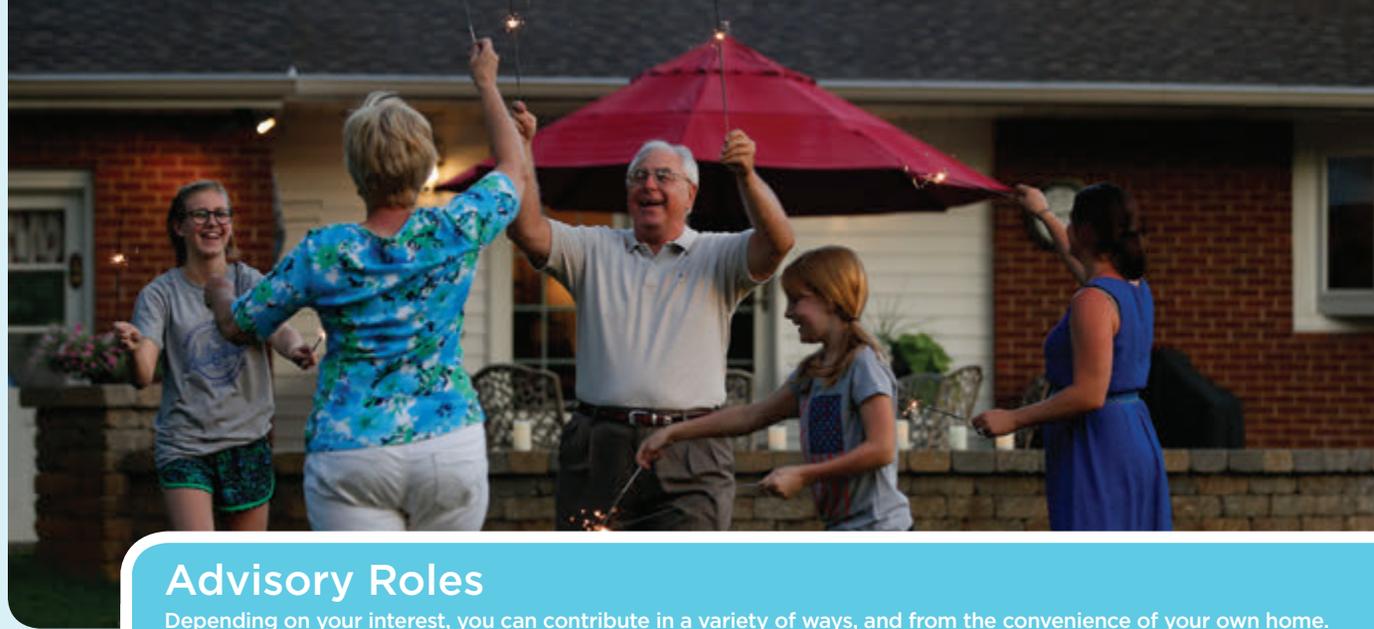
## Would you like to help improve the experiences of care for patients and family members?

We are actively looking to expand our network of patients and family members who have had personal experiences at Holzer Health System, and who want to partner with staff, physicians, and leadership to improve care for all patients and families.



## What are the qualities needed of a Patient and Family Advisor?

- Have personal experience(s) with Holzer
- Ability to help providers and staff better understand patient/family perspective
- Provide input fairly and objectively
- See beyond personal experiences
- Constructively share insight and information about experiences in ways from which others learn
- Respect diversity and opinions of others
- Speak comfortably in a group and work in partnership with others
- Enthusiastic and positive about Holzer's mission and vision
- Willing to listen and consider different points of view



## Advisory Roles

Depending on your interest, you can contribute in a variety of ways, and from the convenience of your own home. Some advisors may participate for as little as an hour per month, and others several hours per month.

### FACULTY ADVISORS

Faculty Advisors are dedicated to teaching staff and students through sharing personal stories and experiences. **TIME COMMITMENT:** Once a month to once every two months.

### PROJECT ADVISORS

Project Advisors share ideas and give feedback on projects with a defined beginning and end. **TIME COMMITMENT:** Once a month to once every two months.

### INFORMATION ADVISORS

Information Advisors review patient communication and educational materials to ensure they are patient friendly and easy to understand. **TIME COMMITMENT:** Once a month to once every two months.

### ONLINE ADVISORS

Online Advisors share feedback in short online surveys. Topics may include patient care experiences, new services and improvement ideas, and better ways to partner with patients. **TIME COMMITMENT:** One to two surveys per month.

### FACILITY ADVISORS

Facility Advisors assist and provide insight on the design of new facilities or the remodeling of existing facilities. **TIME COMMITMENT:** Once a month to once every two months.

### COMMITTEES

Advisors join existing operational committees and partner with leaders, providers, and caregivers to improve the planning and delivery of the patient and family experience. **TIME COMMITMENT:** Once a month.

### ADVISORY COUNCILS

In this longer term role, participants provide feedback on personal health care experiences and offer suggestions to improve specific services (i.e. Primary Care, Oncology).

Contact us for more information:  
[www.holzer.org/pfa](http://www.holzer.org/pfa) or  
email us at [pfadvisory@holzer.org](mailto:pfadvisory@holzer.org)