

# Patient/Family Advisors and Partners



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

## Frequently Asked Questions (FAQ)

### What is the purpose of the Patient and Family Advisory Program?

- To offer a safe venue for patients and families to provide input in a setting where they are receiving care.
- To promote improved relationships between patients, families, and staff.
- To open lines of communication between patients, families and staff.
- To offer an opportunity for patients and families to provide input into policy and program development and actively participate in the development of new facilities, services and programs.

### What is the purpose of Patient and Family Advisors?

- Someone who volunteers their time to work with a healthcare organization to share their insights, thoughts, and opinions about what works and doesn't work for people receiving services.
- Someone who can provide fresh insights on what it is like to receive services from Holzer.
- Someone who can bring not only their ideas, but the thoughts and ideas of others

### What does Patient and Family Advisors do?

- Advisors bring diverse ideas and experiences to conversations about ways to improve healthcare programs, policies services, communication and tools that might be used.
- Talk about ideas and suggestions that can help design better healthcare experiences
- Think beyond own experiences to help others have an improved experience

### What qualifications or qualities does a Patient and Family Advisors need?

An Advisor or Partner is someone who can:

- Share insights and experiences in ways that others can learn from them.
- See beyond his/her own personal experiences.
- Show concern for more than one issue or agenda.
- Respect diversity and differing opinions and perspectives.
- Listen well.
- Speak comfortably in a group with candor.
- Enjoy working together with others or solutions.

### What is the time commitment needed for participation?

Time commitment is dependent upon roles of participation. Depending on your interest, you can contribute in a variety of ways and from the convenience of your own home. Some advisers may participate for as little as an hour a month and others several hours per month.

### Do I need to attend orientation for the program?

Yes. Orientation is mandatory to participate in the Patient and Family Advisory Program. We want you to become better familiar with Holzer and be a part of the team.

