Alberta Health Services

Volunteer Resources Role Description

Position Title	Patient/Family Advisor (PFA)

General Information

Department/Program/Service goals and purpose

Enhancing patient experiences is a key priority for Alberta Health Services (AHS). AHS values patient and family perspectives and is working to ensure that their experiences inform all aspects of the organization. The general role of a Patient/Family Advisor (PFA) is to work in partnership with AHS leaders, staff, and healthcare providers by providing a patient and family voice based on their lived experience with the health care system. The purpose is to enhance the principles of Patient and Family Centred Care and help strengthen the quality and safety of patient care for all Albertans.

Volunteer Role and Boundaries

(Responsibilities & Duties)

Through the power of their voice, and their story, Advisors influence and guide strategies and changes in our healthcare system to help improve care and experiences for patients and their families. As representatives of AHS, Patient/Family Advisors will demonstrate the AHS competencies and values.

Patient/Family Advisors may be involved in different ways, depending on their availability, interests and experiences, and the priorities and needs of AHS. Participation may be in-person, virtual, or both. Some examples include:

- A member of a steering committee or an advisory group with a regular, long-term commitment.
- A member of a quality improvement working group, planning committee, short-term project, or other patient experience initiative.
- A virtual advisor providing feedback on patient education materials, policies, documents, and discussion topics via email, telephone or online.
- A co-facilitator of a project, committee or working group.
- A participant in learning and development opportunities such as conferences or webinars.

Patient/Family Advisors will:

- Complete necessary volunteer screening and registration.
- Maintain confidentiality in all communications (verbal, paper, and electronic) and comply with AHS Code of Conduct, and other applicable governance documents relevant to their role including any applicable terms of reference.
- Maintain a record of volunteer hours and PFA involvement through www.MyImpactPage.com. If Patient/Family Advisors do not record hours over the course of a year, volunteer privileges may be removed. Hours entry is important for insurance & liability, planning, resource allocation, and recognition.
- Contribute insights and personal health experience to provide a patient and/or family voice.
- Share perspectives, experiences, and feedback in a respectful manner.
- Provide input with the goal of improving healthcare services.
- Be willing to listen to and consider the perspective of others.
- Be aware of personal limitations and boundaries and seek support if required.
- Be accountable for any commitments made.

This volunteer role is advisory in nature, not advocacy in nature; more training regarding the Patient/Family Advisor role and boundaries will be provided during orientation. Patient/Family Advisors are asked to share one patient/family voice but cannot represent all perspectives. Diversity and inclusion are essential to everything we do at AHS.

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Incident Reporting

If an incident or injury occurs as part of the role activities described above, report such incident to your Staff Liaison or Volunteer Resources as soon as possible. An Incident Form may be required and/or reporting in MySafetyNet; an AHS staff member would submit this on your behalf.

NOTE: All injuries / incidents incurred as part of the role activities described above are to be reported in MySafetyNet by end of day when incident occurs. Incidents include (but are not limited to):

- If the volunteer has been in receipt of verbal or physical aggression.
- If the volunteer has been exposed to blood or body fluids
- If the volunteer has slipped, tripped, fallen or endured any kind of muscular strain.
- If at any time the volunteer feels their safety was at risk
- If a client or family member or AHS representative causes any physical or psychological harm.
- Any near-miss or non-injury incidents.

Orientation & Training

Candidates will complete an online AHS volunteer orientation, a site orientation (if required) and a role orientation to be delivered by the responsible staff liaison.
'Nice to Have' training sessions – For enhancing the volunteer's overall capacity

To be provided with support from Volunteer Resources and delivered by the Operational area or Program as appropriate. Orientation will include:

- AHS volunteer orientation e-Learning module
- MyImpactPage e-Learning module
- PFA Handbook, with supporting resources and online tools
- Terms of reference (when applicable)
- Program-specific training provided by the Staff Liaison or designate.

Various educational opportunities will be offered on a regular basis.

Staff Responsibilities

The Staff Liaison (AHS primary contact) will:

- Provide the PFA with an orientation to the role, including details of the expectations and purpose of the role.
- Be available for regular communication and to debrief, answer questions, and assist with any issues or needs.
- Arrange the reimbursement of agreed upon expenses such as travel and parking, according to the AHS Travel and Hospitality Policy.
- Support the PFA with recording their volunteer hours (or provide a record to Volunteer Resources).

Volunteer Resources will:

- Support recruitment and interviewing.
- Ensure volunteer registration steps are completed, including access to MyImpactPage.
- Be available for regular communication to respond to any issues and needs that arise.
- Provide AHS access, AHS general volunteer orientation, and PFA general role orientation materials.

Support

Feedback will be facilitated through the Staff Liaison and Volunteer Resources as required.

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