

## Is being a person and family adviser right for you?

Being a person and family adviser may be a good match with your skills and experiences if you can:

- Speak up and share suggestions and potential solutions to help improve care for others
- Talk about your experiences as a patient or family member – but also think beyond your own personal experiences
- Talk about both positive and negative care experiences and share your thoughts on what went well and how things could have been done differently
- Work with people who may be different than you
- Listen to and think about what others say, even when you disagree
- Bring a positive attitude to discussions
- Keep any information you may hear as an adviser private and confidential

## For more information about being a person and family adviser:

To get more information about becoming an adviser at **St. Joseph Health System** or to find out how to apply:

Call:

Chi Smedley, PFAC Coordinator  
989-362-9236

Or

Email:

[Chi.Smedley@ascension.org](mailto:Chi.Smedley@ascension.org)

*Join us! Together we can work to make healthcare the best it can be!*



*This brochure is adapted from materials developed by the Agency for Healthcare Research and Quality as part of its Guide to Patient and Family Engagement in Hospital Quality and Safety.*

## Become a Person and Family Adviser Working Together to Improve Care



## What is a person and family adviser?

A person and family adviser is someone who:

- Wants to help improve the quality of care for all persons and family members
- Gives feedback based on his or her own experiences as a patient or family member
- Helps us plan changes to improve how we take care of the persons we serve
- Volunteers his or her time (usually at least one hour and not more than four hours per month)

Person and family advisers provide a voice that represents all persons and families who receive care at **St. Joseph Health System** and their family members.

They partner with doctors, nurses, leaders and associates to help improve the quality of care for all persons and family members.

## Why should you become a person and family adviser?

When you or your family member received care, did you think there were things we could have done better?

Do you have ideas about how to make sure other persons and families get the best care possible?

At **St. Joseph Health System**, person and family advisers give us feedback and ideas to help us improve the quality and safety of care we provide and the experiences of the persons we serve.

## Who can be a person and family adviser?

You can be an adviser if you or a family member received care at **St. Joseph Health System** in the last five years.

**You do not need any special qualifications to be an adviser.**

What's most important is your experience as a patient or family member. We will provide you with any other training you need.

## What do person and family advisers do?

Person and family advisers serve on a **Person and Family Advisory Council or PFAC**.

A PFAC discusses and plans changes to improve the quality and safety of care. It also works to improve the experiences of those who receive care and their family members. PFAC members include patients, family members and hospital staff.

Advisers may help us in the following ways:

- **Share your story.** Advisers help by talking about their healthcare experiences with providers, staff, leaders and other persons and family members.
- **Participate in discussion groups.** Advisers tell us what it's like to be a patient at our facility and what we can do to improve.
- **Work on improvement projects.** Advisers partner with us in making improvements. For example, advisers may help to plan and design care spaces. Or they may give feedback as we develop new processes.
- **Review or help create educational or informational materials.** Advisers help review or create materials, like forms, health information handouts and discharge instructions. Advisers help us make these materials easier for all persons and family members to understand and use.