**Engaging Patients & Families in Improvement**

**UNC Staff Who Can Help Identify Advisors**

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| **Children’s Family Advisory Board** | **Susan Marks** | (984) 974-9086 |
| Cancer Hospital Patient Advisory Board | **Loretta Muss** | (984) 974-8107 |
| Patient & Family Advisory Council | **Linda Bowles** | **(984) 974-4793** |

**Patient & Family Advisor Responsibilities**

* Help us improve the quality and safety of the care we provide
* Give input and feedback
* Identify potential changes and improvements
* Plan and implement changes that matter to patients and families

**Principles for Effective Partnership**

* Define a clear role for advisor participation
* Provide opportunities to contribute where advisors can make a tangible difference
* Give information about the purpose, goals, and intended outcomes of the effort
* Clearly define expectations, including timelines, deadlines, and responsibilities
* Designate a staff member or key contact for working with patient and family advisors
* Provide background information on the project
* Avoid acronyms and jargon whenever possible
* Invite participation
* Listen with an open mind

Source: Working With Patients and Families as Advisors, Agency for Healthcare Research and Quality (AHRQ) https://www.ahrq.gov/professionals/systems/hospital/engagingfamilies/strategy1/index.html