**Tips for Partnering with Patient and Family Advisors**

**Patient & Family Advisor Responsibilities**

* Be part of the team working to improve care quality and safety
* Give input and feedback
* Share your perspective and be willing to consider how your perspective might be similar to, and different from, other patients and families
* Identify potential changes and improvements
* Assist with planning and implementing changes that matter to patients and families

**Healthcare Professionals Responsibilities**

* Define clear roles 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>