

## **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>