

PATIENT & FAMILY ADVISOR VOLUNTEER APPLICATION



Genesis
HEALTHCARE SYSTEM



genesishcs.org

Genesis HealthCare System Patient and Family Advisor Role Description

What Is a Patient and Family Advisor?

Patient and Family Advisors (PFAs) are patients, family members and staff volunteers who advise on Genesis HealthCare System's policies, procedures and practices. They are partners in care whose feedback and input are crucial to improving the overall patient and family experience. A PFA is any person who that enables patients and their families to have direct input and influence on policies, programs and practices that affect the care and services patients and their families and visitors receive.

What's the Purpose of Patient and Family Advisors?

The purpose of PFAs is to help Genesis better understand the needs and expectations of our patients and their families in receiving high-quality patient care.

What's the Role of Patient and Family Advisors?

Patient and Family Advisors offer input into patient care and organizational processes, and advocates patient and family needs from a broad perspective.

Patient and Family Advisors participate in activities such as:

- Story Sharing: Share your health care experience with care providers and other patients.
- Committees: Bring the patient and family perspective to Genesis committee meetings.
- Short-term Projects: Be a partner in projects working to make improvement in specific provider and hospital services.
- Online Advisors: Be available by email to respond to questions about what's important to you on a particular topic.
- Patient Education Review: Review patient education handouts, class materials and other patient communication and provide feedback.
- Other designated teams or projects related to patient- and family-centered care as accepted.

Patient and Family Advisors Can Expect:

- To be given names and contact information for a Genesis contact person to be their mentor.
- To have processes and terminology explained as needed, and to have meetings with their mentor for questions and clarification after each committee meeting, if requested.
- To be listened to and respected for their insight and suggestions.
- To be provided a safe environment to discuss concerns.

Successful Patient and Family Advisors:

- Share positive and negative experiences in a constructive way that reflects an environment of trust and respect.
- Are motivated by a desire to improve the overall patient experience throughout Genesis.
- Are willing and able to commit the time needed to participate in the Patient and Family Advisor role.
- See beyond their own personal experiences and show concern for more than one issue
- Listen well.
- Respect diversity and differing opinions.
- Speak comfortably in a group.
- Work in partnership and collaborate on solutions.
- Demonstrate the ability to stay calm and reassuring in all circumstances and use good judgment in emotional situations when professional direction is not immediately available.
- Show compassion while maintaining boundaries.
- Are comfortable working with others who are experiencing high anxiety.
- Maintain open communication with staff.
- Promote the image and mission of Genesis through positive interactions with staff, patients, families, volunteers and others.

Criteria for Volunteering

Other than being a patient or family member of a patient (current or within the past two years), no specific experience is necessary to serve in this role. Candidates will be selected based on an interview process and completion of a formal volunteer application and background check.

Patient and Family Advisors Are Responsible For:

- Attending meetings and/or providing input in other ways. Participation is voluntary and may be withdrawn at any time with notice. A one-year commitment is requested.
- Maintaining confidentiality of patient and Genesis sensitive information.
- Completing HIPAA training and signing a confidentiality form as required.
- Attending Genesis volunteer orientation.
- Wearing a name badge stating “Patient & Family Advisor.”
- Adhering to the Genesis values of compassion, trust, innovation and excellence.
- Modeling behaviors that value diversity of our patients, volunteers, caregivers and customers, and creating an environment that is inclusive, welcoming and respectful.
- Communicating with patients, families and customers using AIDET (Acknowledge, Introduce, Duration, Explanation and Thank You.)

Physical Aspects of This Position:

This position requires the ability to attend meetings where sitting or standing is necessary for a period of time – up to three hours including breaks. This position requires verbal and written communication skills including, but not limited to, listening and speaking to a group of people.

Work Environment:

Patient and Family Advisors perform most of their work in a meeting setting. The work of the PFAs may include regularly scheduled meetings. PFAs may be called upon to serve on occasional scheduled events or projects as the need arises.

To be eligible to serve as a patient and family advisor, you or a family member must have been treated at Genesis as an inpatient or received outpatient care within the past two years.

Today's Date _____

Name (Please Print) _____

Home Address _____

City _____ State _____ Zip _____

Home Phone (_____) _____ Cell Phone (_____) _____

Work Phone (_____) _____ Is it ok to call you at work? ☐ Yes ☐ No

Number to call first ☐ Home ☐ Cell ☐ Work Email Address _____

Are you over the age of 18? ☐ Yes ☐ No

Have you ever been convicted of any violation of law by a civilian or military court other than for a minor traffic offense, regardless of date of conviction? ☐ Yes ☐ No

How did you hear about the Genesis patient and family advisor volunteers?

- ☐ Family/Friend
 ☐ Newsletter
 ☐ Hospital
☐ Genesis Website
 ☐ Newspaper
 ☐ Employee (Name) _____
☐ Facebook
 ☐ Patient Handbook
 ☐ Other (list) _____

References

Please give the name of a personal or professional reference who we may contact.

Name _____ Phone Number _____

I understand that:

- I will be required to participate in an interview process and criminal record check prior to selection.
- If selected, I am making a one-year commitment to participate as a patient and family advisor.
- My health care will not be affected by my participation.
- I understand there are a limited number of spots as a patient and family advisor, and I may not be selected.

Signature _____ Date _____

Thank you for your interest in becoming a patient and family advisor volunteer. If you have any questions or need additional information, please contact the Volunteer Office at (740) 454-4700.

Please return forms to: Volunteer Services
Genesis HealthCare System
2951 Maple Avenue
Zanesville, OH 43701

