Title: Volunteer Patient Family Advisor  
Position Reports to: Patient Experience Department  
Location: Sparrow Health System  
Age of Population Served: ALL

General Purpose: Patient Family Advisor Alliance (PFAA) members are patients, family members and staff volunteers who advise on Sparrow’s policies, procedures and practices. They are partners in care whose feedback and input are crucial to improving the overall patient and family experience for all. The PFAA creates an environment where Sparrow is able to listen to the voices of our patients, and families, while seeking to better understand what their needs and expectations are in receiving high quality patient care.

Essential Duties:  
This description is intended to cover the minimum essential duties assigned on a regular basis. Volunteers may be asked to perform additional duties by their department.

Patient and Family Advisors are selected to represent many different experiences, healthcare services, socio-economic and cultural backgrounds. Advisors are expected to:
- Encourage attendance at quarterly PFAA meetings (approximately 2 hours long)
- Engage thoughtfully with the issues and material submitted for review and provide meaningful feedback during meetings and/or via e-mail
- Serve on at least one PFAA sub-committee
- Encourage a two (2) year term, minimally

Members should have the following skills and qualities:
- A positive approach, which is consistent with the Sparrow Way and our ICARE values
- The ability to share and see many different points of view that embrace diversity and inclusion
- Good listening skills
- The ability to share positive and negative experiences in a constructive way that reflects an environment of trust and respect
- Skills to work with people whose backgrounds, experiences, and styles may be different from their own
- Commitment and desire to improve healthcare services in our community
- Ability to commit the time to participate on the alliance
- Commitment to maintain confidentiality
- Motivated by a desire to improve the overall patient experience throughout SHS
Required Responsibilities of the Volunteer:

- Demonstrate knowledge and maintain respect for patients right to privacy by following the HIPAA Privacy and Security policies and procedures.
- Adheres to ICARE values and standards of behavior (Innovation, Compassion, Accountability, Respect, Excellence).
- Role model behaviors that value diversity of our patients, volunteers, caregivers, and customers and supports creating an environment that is inclusive, welcoming and respectful.
- Communicates with patients, families and customers using AIDET (Acknowledge, Introduce, Durations, Explanation, Thank).
- Works in a safe manner and promptly reports any hazards identified in the work environment or related to assigned responsibilities.
- Obtain an annual TB Test
- In advance of a planned absence, arrange for a substitute.
- Maintain proper uniform including wearing the Sparrow ID Badge
- Pay Annual membership dues of $1.00 to support the Sparrow Women’s Hospital Association.

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 with breaks. This position requires verbal and written communication skills including but not limited to listening and speaking to a group of people.

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Work Environment:

The PFA perform most of their work in a meeting setting. The work of the PFA is may include regularly scheduled meetings, but members may be called upon to serve on irregularly scheduled events or projects as the need arises.

Last updated 2/14, 3/14