

Framework for Hospitals Partnering with Patient and Family Advisors



A forum of the
American Hospital Association

Identify PFAs with knowledge of or experience with the topic at hand Provide education and training on quality improvement

Offer coaching on how to use storytelling to promote change

Explain the role of PFAs and how they will contribute to the project

Model a culture of partnership

Encourage questions and feedback

Engage PFAs in improvement initiatives, including PDSA cycles and projects facilitated by patient safety and quality committees

Measure the impact

Open channels of communication

Update PFAs on new developments with the project

Share information











Source: HRET, 2015.

What is a patient and family advisor (PFA)?

An individual who works with patients, family members and hospital employees to provide ideas and insights on patient experience, safety, quality, care processes and other areas in which the organization may be seeking change or improvement.