

PFAC Advisor Service Description

Patient-Family Advisory Council (PFAC) Advisor Service Description	
Position Title:	Patient-Family Advisory Council Advisor
Department:	Patient Experience and Engagement
Reports to:	Coordinator of Patient and Family Engagement
Schedule:	Varies (as assigned and scheduled per PFAC, workgroup, etc.)
Service Summary Purpose	
Serves a minimum one-year commitment representing patients and families at Patient and Family Advisory Council meetings. The PFAC advisor is dedicated to transforming the culture towards patient/family-centered care in Samaritan Health Services' policies, programs, and system while improving the quality, safety, and health outcomes of the community.	

P.R.I.D.E. Competency
<p>SHS is dedicated to the principle that all patients, visitors, customers, vendors, and peer employees/advisors deserve to be treated with dignity, respect for their rights, fairness, and courtesy. SHS also strives to maintain open and honest communications with employees/advisors to ensure they feel valued, appreciated, and respected. Employees/advisors are provided with training opportunities in the areas of communication and conflict resolution and are encouraged to utilize the tools provided.</p> <p>The following P.R.I.D.E. statement outlines how SHS believes employees/advisors should act:</p> <p>Passion – We truly believe in our purpose and our calling to serve our patients and customers, co-workers, and community with the best we have to give, every day.</p> <ul style="list-style-type: none">• I project a positive, compassionate, and enthusiastic attitude.• I work to build and support my team and remind them of our commitment.• I remember that patients and customers aren't an interruption of my work, they are my reason for being here. <p>Respect – We believe that all people deserve for us to treat them with dignity and courtesy.</p> <ul style="list-style-type: none">• I make eye contact, smile, and greet those I see.• I use courteous and appropriate language and behavior with all patients, visitors, customers, vendors, and peer employees/advisors.• I will refrain from criticizing and complaining to patients, visitors, customers, vendors, and peer employees/advisors.• I am a collaborative worker.• I understand and respect differences. <p>Integrity – We believe in doing the right thing for our patients and our organization, even when nobody is looking.</p> <ul style="list-style-type: none">• I speak the truth.• I will maintain patient confidentiality.• I will use resources wisely for the benefit of continuing our mission.• I always do what I say I will do. <p>Dedication – we believe that we all have the authority and responsibility to do whatever possible to achieve our vision, it is always “our job”.</p>

PFAC Advisor Service Description

<ul style="list-style-type: none"> • I provide service to my customers and team members in a prompt and efficient manner. • If I see a problem, I take initiative to correct it. • I welcome new team members and share my expertise with them. <p>Excellence – we want to be the best healthcare organization in the nation, and we go above and beyond to prove it.</p> <ul style="list-style-type: none"> • I am a leader. • I am a lifelong learner and strive to be better than I was yesterday. • I use best practices in my work to ensure quality. • I do whatever it takes to give my best every day.
<p>Culture of Safety</p> <p>Safety Competency: Follows established safe work methods and best practices, including situational awareness. Demonstrates compliance with all safety protocols, policies and procedures. Takes appropriate measures to avoid and mitigate risk associated with known safety hazards. Promptly reports unsafe conditions, behaviors, situations, incidents and injuries per policy. Completes safety training.</p>

<p>Service Specific Duties</p> <p>Attends a minimum of eighty percent of Patient and Family Advisory Council (PFAC) meetings, representing the patient-family voice.</p> <p>Provides constructive feedback centered on improving quality, patient safety, and health outcomes.</p> <p>Reviews and shares findings on approved hospital/clinic environment, services, and processes as addressed.</p> <p>Partners with clinical staff/leadership to transform culture toward patient-family centered care.</p> <p>Supports efforts to strengthen the provider/clinical staff relationship and communication.</p> <p>Collaborates with clinical staff/leadership to enhance Samaritan’s connection with the local community.</p>
<p>Knowledge/Skills/Abilities</p> <p>Ability to work with people from diverse backgrounds, ethnicities, languages, etc.</p> <p>Attention to detail required.</p> <p>Ability to communicate and deal effectively in verbal and written form under a wide array of circumstances.</p> <p>Effective listening skills.</p> <p>Access to electronic device for virtual meetings.</p>
<p>Educational Requirements</p> <p>All PFAC Advisors must complete preliminary trainings including but not limited to Code of Conduct & Business Ethics, Information Privacy & Security, and Safety Behaviors & Error Prevention training.</p>

Workplace Environment	
Work Condition	Description
Workplace setting/environment: (i.e. type of office or department, indoors or outdoors, etc.)	Clinic/Hospital/Home (virtual)
Work location: (i.e. one or multiple work areas)	

PFAC Advisor Service Description

Travel required (or not required) for this position: (i.e. meetings, work at multiple sites)	May travel within the community to attend meetings.					
Summary of physical work required: (i.e. deskwork, computer use, transport/lifting of patients, etc.)						
Physical Demands: The physical requirements for this position are listed below (percentages are based on an 8 hour workday)						
N/A = Not Applicable to this position R = Rarely (1-10% of the time, less than 0.5 hour/day) F = Frequently (34-66% of the time, 2.5 to 5.5 hours/day) O = Occasionally (11-33% of the time, 0.5 to 2.5 hours/day) C = Continually (67-100% of the time, 5.5 to 8 hours/ day)						
Physical Demands	N/A	R	O	F	C	Details
Sit			X			
Stand			X			
Walk Level surface			X			
Incline	X					
Climb Stairs	X					
For lift and carry items, weight in pounds is listed in each cell category that applies.						
Lift (Floor to Waist: 0'-36") 0-20 lbs.		X				Supplies
Lift (Knee to chest: 24"-54") 0-20 lbs.		X				Supplies
Lift (Waist to Eye: up to 54") 0-20 lbs.		X				Supplies
Lift (Overhead: 54" and above) 0-20 lbs.		X				Supplies
Carry One-handed, 0-20 lbs.		X				Supplies
Carry Two-handed, 0-20 lbs.		X				Supplies
Push (0-20 lbs. force)		X				Supplies
Pull (0-20 lbs. force)		X				Supplies
Bend Forward (at waist)		X				
Kneel (on knees)		X				
Crawl (hands and knees)		X				
Rotate trunk (sitting and standing)		X				
Enter and Exit vehicle/machinery		X				
Reach (forward and upward)		X				
Manual Dexterity (hands/wrists)		X				
Finger dexterity		X				
Pinch (fingers)		X				
Grasp (hand/fist)		X				