



# NEMAHA VALLEY

Community Hospital & Seneca Family Practice

1600 Community Drive | Seneca, Kansas 66538

Hospital 785-336-6181 Clinic 785-336-6107

[www.nemvch.com](http://www.nemvch.com)

## Volunteer Position Description

Patient- Family Advisor

### Position overview:

Patient/Family Advisors are volunteers at Nemaha Valley Community Hospital who provide the patient and family perspective on patient care initiatives, projects, programs, and facilities that impact the patient and family experience at the Nemaha Valley Community Hospital.

### Title:

Patient/Family Advisor

### Key responsibilities:

Attend regular patient/family advisory council meetings, participate in topic-specific focus groups, review patient and family educational and marketing materials, provide feedback on new projects, provide patient stories at orientation sessions for new employees, participate on committees to provide input as directed/needed.

### Initial impact:

Input received from Patient/Family Advisors has led to improved processes and procedures, strong engagement of patients and families and therefore, a better patient and family healthcare experience.

### Sustained outcomes:

Sustained outcomes will vary by project and program.

### Training:

Patient/Family Advisors will receive standard hospital volunteer training plus a specialized 2-3 hour Patient Advisor training.

### Support:

Patient/Family Advisors will receive administrative support through the Quality Services Director for their Patient/Family Advisory Council (PFAC).

### Commitment:

Patient/Family Advisors are encouraged to participate in the monthly PFAC meeting and one additional project or activity as planned.

**Length of time:**

Patient/Family Advisors commit to a 2 year term, and may renew their term as long as it is mutually agreeable to the PFA and the hospital. This position is designed to be beneficial to both the PFA and the hospital. . If the hospital does not feel the person is a good fit for the committee, they may be asked to step down. Likewise, if the patient does not feel the committee is a good fit for them, they may opt to notify the hospital that they wish to leave the committee.

**Amount of time:**

Varies. Plan for up to 2-3 hours per month.

**Specify evenings, weekdays, and weekends:**

Volunteer opportunities may take place any day of the week, weekdays, evenings, and weekends at times as determined by the group.

**Qualifications:**

Experience with healthcare as a patient or caregiver preferred.

**Skills:**

None required.

**Benefits:**

Same as hospital volunteer services.

**Volunteer Signature:**

I have read the Patient/Family Advisor job description, and I agree to perform the duties as outlined throughout my tenure as a Patient/Family Advisor. I have also attended the PFAC On-Boarding session as required.

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Volunteer Name (print)

\_\_\_\_\_  
Volunteer Signature

\_\_\_\_\_  
Date