

# Advisor on a Committee: Overview

## Advisor Role:

The advisor role is to bring your perspective as either a patient, family member, or caregiver of a patient. Every advisor brings a unique set of experience, knowledge, and skill to the role. This perspective helps to inform planning, delivery and evaluation of care for the benefit of patients and families.

## Advisor Responsibilities:

- Share personal experiences and stories to help healthcare providers gain a better understanding of the patient/family experience
- Provide opinions and perspectives
- Suggest potential solutions
- Review resources or documentation and provide feedback
- Identify when additional patient and family involvement might be helpful
- Speak up when you have a question or concern
- Maintain confidentiality

It is not expected that you have all the answers. It is okay to say "I am not sure" or "I don't know".

### Pre-Meeting

- Ensure meeting dates and times are in your calendar
- Confirm attendance or absence
- Familiarize yourself with any materials/information
- Provide information about your preferred way to communicate
- Ask for any assistance to help prepare
- Request advisor coaching from your PFCC team contact, if needed

### During the Meeting

- Come with confidence and a willingness to challenge assumptions
- Only share what you feel comfortable sharing
- Ask to define jargon or acronyms
- Be a good listener
- Be willing to learn about system opportunities or constraints
- Speak up with your perspectives, opinions, or clarifying questions

### After the Meeting

- Send any further reflections to your committee staff liaison
- Ask for a debriefing session if you need one
- Reflect on the meeting and make notes
- Take time for yourself to recharge
- Reach out to your PFCC team contact for support with the advisor role
- Follow through on any commitments made
- Log volunteer hours

## Example questions/comments you can ask in a meeting:

- Can you tell me more about the problem or challenge?
- How is this current situation impacting patients and families?
- What patient/family group might this change impact the most?
- Have you considered....? or What has been tried or done so far?
- How will we know this has improved the patient/family experience?
- As a family member, I would want to know ...
- My concern from a patient and family perspective would be ...
- When I was new it would have been helpful if ...
- I wonder if we need more input from patients and families?

Ask questions or make comments with curiosity, empathy, and sensitivity



- Share an experience that aligns with what is being discussed
- Keep it brief and to the point
- Only share what you feel comfortable sharing
- Avoid using any names of healthcare providers
- When talking about an experience that didn't go well, don't complain, state the facts, and offer suggestions on how the experience could have gone better
- Practice sharing your experiences in 30-60 seconds

**Common opening lines:** In my experience... or I/we didn't have the same experience... or I can tell you what it was like for us.

## What options exist for obtaining more patient and family input/feedback?

There are many different ways to obtain additional patient and family input/feedback, here are just a few examples:

- Surveys
- Focus groups
- Input/feedback from ACH's PFCC Network
- Working groups with patient/family representation
- Consultation with the youth (CAYAC) or family council (FAC)
- Leadership Rounding

It is not your responsibility to make these additional engagement activities happen. You can refer staff to the PFCC Engagement Coordinator.



## INDICATORS you are making a difference...

- A change in the discussion or in a decision
- Your input/feedback is integrated into documentation/resources
- An "Aha" moment made by the group
- A willingness to have open dialogue
- A shift in the direction of the conversation
- An invitation to return or a request to be part of other committees/projects

**Remember:** You can also ask how your input/feedback was included or how it informed the work.

🔍 **Questions or Concerns?** ✕

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Don't hesitate to reach out to your committee staff liaison or your PFCC team contact.