



INTERVIEWING PATIENT & FAMILY ADVISORS

Interview process should provide you information in the following areas:

- 1) The person's motivation for becoming a PFA
- 2) The fit of this individual for the group you currently have
- 3) Screen for any inappropriate behavior/responses
- 4) Identify ability to articulate/communication style
- 5) Ability of the individual to become a representative Patient & Family Advisor

Interview process is an opportunity for the organization to provide candidates information on the following areas:

- 1) History, background and the vision for the PFAC.
- 2) The time commitment involved, including training, meetings, and feedback thru email correspondence.
- 3) The expectation of the candidate to speak from the representative patient perspective, including but moving on from their individual experience.
- 4) The benefit, structure and impact the PFAC has on the organization.
- 5) Expectations of what the group is NOT...ie. not a venue for complaints without action or a support group.
- 6) The expectation that the organization will support this candidate with peer support, management support and training and preparation for all activities related to being a Patient/Family Advisor.

Suggested questions to ask during the interview, in addition to reviewing the responses on the Application:

- 1) Tell me why you are interested in becoming a Patient Family Advisor.
- 2) What qualities do you bring to support the mission and activities of the PFAC to improve the partnership between patients & families and the organization.
- 3) In your experience, what could the organization have done to improve the quality, safety and experience of your (family members) care.
- 4) In your experience, what did the organization provide that was most helpful in your (family members) care experience.



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- 5) What is the most important change you would like to see in the organization?
 - 6) Are you comfortable speaking in front of people?
 - 7) How will you be able to attend meetings?
 - 8) Will the time commitment work for you and your family?
 - 9) How does your family member (the patient) feel about you participating in this work?
 - 10) Tell me about any other volunteer experiences you have had that might help you in your role as a Patient/Family Advisor?