

PATIENT FAMILY ADVISOR SKILLS EXCHANGE

The Patient Family Advisor Skills Exchange (PFASE) is a 4 hour preparation program for patients and families partnering with hospitals and healthcare organizations in an Advisory capacity for improvement.



Patient Family Advisors will:

- Learn Patient Family Centered Care best practices
- Learn the definition, **core competencies**, and activities of Patient Family Advisors
- Have the opportunity to learn to tell their stories with purpose, intent and inspiration for improvement
- Practice those skills with peers through scenario based learning
- Be empowered to actively & collaboratively inform improvement across the organization
- Learn to cope with common issues

“It was interesting and stimulating to interact with Patient Family Advisors from different sites. This networking was quite helpful and valuable in beginning to form a base for further networking and growth of these programs. I really appreciated the warm reception from [everyone] as well as the thoughtful presentation by [PFCCpartners]”

For more information or to set up a Skills Exchange, contact Stephen at Stephen@pfccpartners.com