

KNOW DO SHARE

Patient Family Advisors Recognition Process

Know

In order to recognize the important contributions in a way that will comply with Federal Beneficiary Regulations Sutter Health has instituted a standard process for recognition of Patient Family Advisor's volunteer hours. The Volgistics tool will be the standard documentation for capturing Patient and Family Advisory hours of service.

Do

- 1) Utilize the Volgistics tool for tracking all Patient Family Advisory (PFA) event participation.
- 2) Schedule the Volgistics event the PFA will participate in.
- 3) The PFA will note the scheduled event and log hours after the completion of the event.
- 4) On a monthly basis run report from Volgistics to make sure all local events are captured and that PFAs have logged their hours. Reports will also be run from the OPE for all Sutter Health PFACs.
- 5) Review the events the PFA has participated in and note hours of service and milestone recognition targets.
- 6) If a PFA has reached a milestone target review the recognition options available on this web site <http://shpatientfamilyadvisor.justcallideas.com/>
- 7) Order the recognition item applicable to the PFA hours of service.
- 8) Present the recognition to the PFA in a public meeting if possible to honor their service and participation.
- 9) Send milestone achievements to the OPE Patient Family Engagement Team. Recognition of Service is a category in the quarterly newsletter

Share

- 1) Standard process for recognition of PFA volunteer service.
- 2) Standard process for documentation of service in Volgistics/VicNet.
- 3) Standard process for recognition guidelines.
- 4) Share with PFAs in your PFAC the process for recognition.
- 5) Publically recognize the service hours of PFAs.