



# Recognition Guidelines for Sutter Health Patient Family Advisors

## **Introduction**

The Patient Family Advisor (PFA) is a patient or family member who has experienced care from Sutter Health and works in partnership with leaders and care teams to help improve quality and deliver a consistently excellent patient experience.

## **Purpose**

The Office of Patient Experience (OPE) has developed a standard process for recognizing the contributions of Patient Family Advisors. Local Patient and Family Advisory Councils (PFAC) are a part of a whole system strategy for incorporating PFA in their improvement work, therefore we have developed a system wide brand for PFAs that can easily be adopted by local Hospitals, Medical Foundations and Sutter Care at Home.

## **Expectations**

In order to consistently recognize the valuable contributions of our PFA, utilize the recommended program branded items based on the following guidelines.

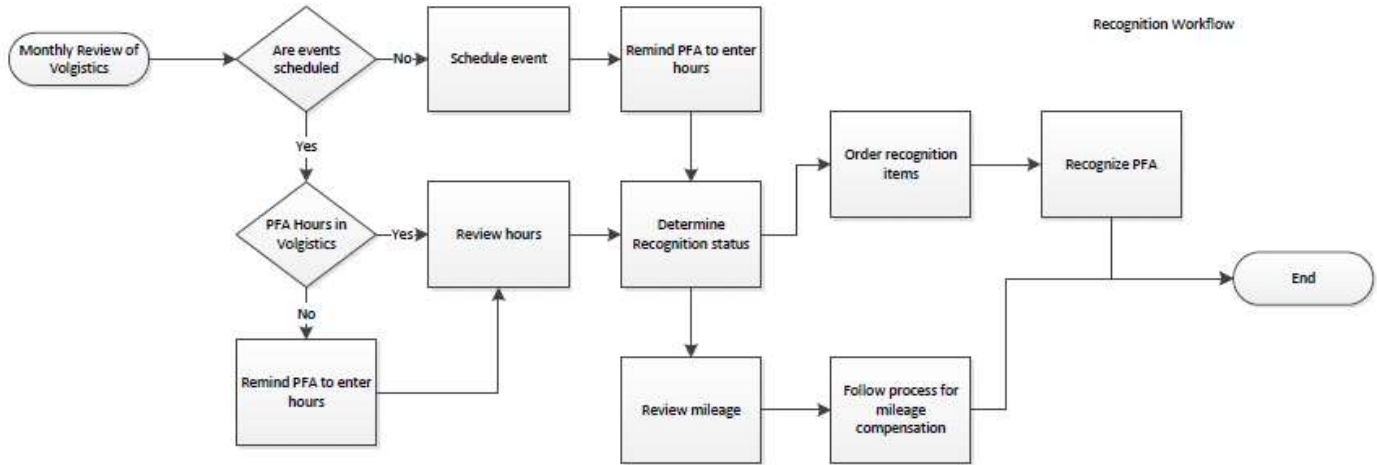
## **Guidelines**

1. The OPE has established a suggested recognition items for the acknowledgement of a Patient Family Advisor in a given year.
2. Determine approximate budget for PFAC based on the number of PFAs at the affiliate location. Average cost annually per PFA estimated: \$46
3. Order via suggested vendor the recognition package for your Health Care setting:  
<http://shpatientfamilyadvisor.justcallideas.com/>
4. At the end of significant events or milestones recognize your PFA publicly with an item from the recognition package (see suggestions below).
  - a. At the end of every month run a report on the hours logged in VicNet by your PFA – to determine any milestones achieved.
  - b. Announce the achievement of the PFA at your monthly meeting.
  - c. Give recognition item to the PFA.

## **Milestone Grid – Minimum Program Branded Recognition** *(See website for current recognition item list)*

<b>Special Event</b>	<b>Minimum Meeting Attendance Achieved (as per charter)</b>	<b>Project Milestones</b>	<b>Hours of Service</b>
Recognition Item	Recognition Item	One off- Thank you card/email Ongoing e.g. MCE, Thank you card, recognition item	25 hours – see website 50 hours – see website 100 hours – see website 150 hours – see website 200 hours – see website

**\*Feel free to supplement these milestone recognition items with your local affiliate giveaways.**



**Role of the Affiliate Council Lead**

1. Support the PFAs in making sure that assignments are entered in to Volgistics and that PFAs are logging their service hours.
2. Run the Volgistics monthly report to see which advisors have reached a milestone.
3. Determine annual budget and place order for recognition items on website <http://shpatientfamilyadvisor.justcallideas.com/>
4. Publically recognize the work of your PFAs

**Role of the OPE Project Coordinator**

1. Support the Affiliate Council Leads to make sure they have the training and knowledge to effectively use the Volgistics tool.
2. Generate the monthly dashboard and share this with the leads and the patient experience leadership team meeting.
3. Update recognition list.

**Role of the Patient Family Advisor**

The Patient Family Advisor should be logging all of the hours they have volunteered regularly throughout the month, and at the latest by the end of the month.

**Role of the OPE Director**

Communicates the work of the affiliates to senior leadership in the Office of Patient Experience.

Reviewed 11/1/2017