

Travel Compensation for Patient Family Advisors at Sutter Health

Purpose: To outline a process for compensation of Patient and Family Advisors (PFA) when they travel to participate in Sutter Health projects and events.

Background: Sutter Health employees who determine the need for a PFA on their project team complete the online request form. [Click Here](#) The online request form provides the information needed for the Patient Family Engagement team to select the appropriate PFA for the project or event. We seek to select PFA based on the nature of the request and as close to the location as possible to reduce travel time for face to face meetings.

Travel Compensation: All PFA are volunteers for Sutter Health - they are not compensated for their time. PFA will be compensated for costs associated with traveling more than 15 miles from their home Patient Family Advisory Council (PFAC). PFA can opt out of mileage compensation at the time of on boarding.

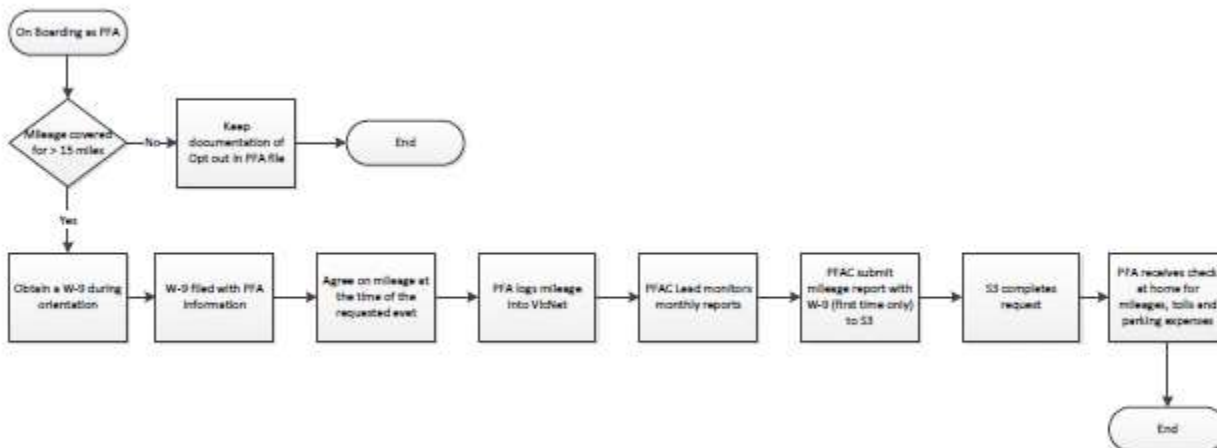
Associated costs include the following:

- Mileage
- Parking
- Tolls
- Lodging

These costs are to be covered by the department who is requesting PFA participation in their work. Consider the travel costs when requesting PFA - consider conference calls or Skype.

Process Recommendations:

- For lodging: reserve and pre-pay for hotel rooms. Use established Sutter Health processes and policies.
- For Mileage/Parking/Tolls:



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, mileage, parking and tolls.
2. Run the Volgistics monthly report to see which advisors have accumulated travel costs.
3. Follow the recommended process for submission of documents to S3invoices for PFA reimbursement.

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.

Role of the Patient Family Advisor

The Patient Family Advisor should be logging all of their travel expenses they have accumulated in VicNet by the end of the month.

Definitions

PFA – Patient Family Advisor

PFAC – Patient Family Advisory Council

Supporting Documentation

The Change Foundation. *Should money come into it? A tool for deciding whether to pay patient-engagement participants. March 2015.*

Reviewed 11/1/2017