

PFAnetwork Compensation Survey Results

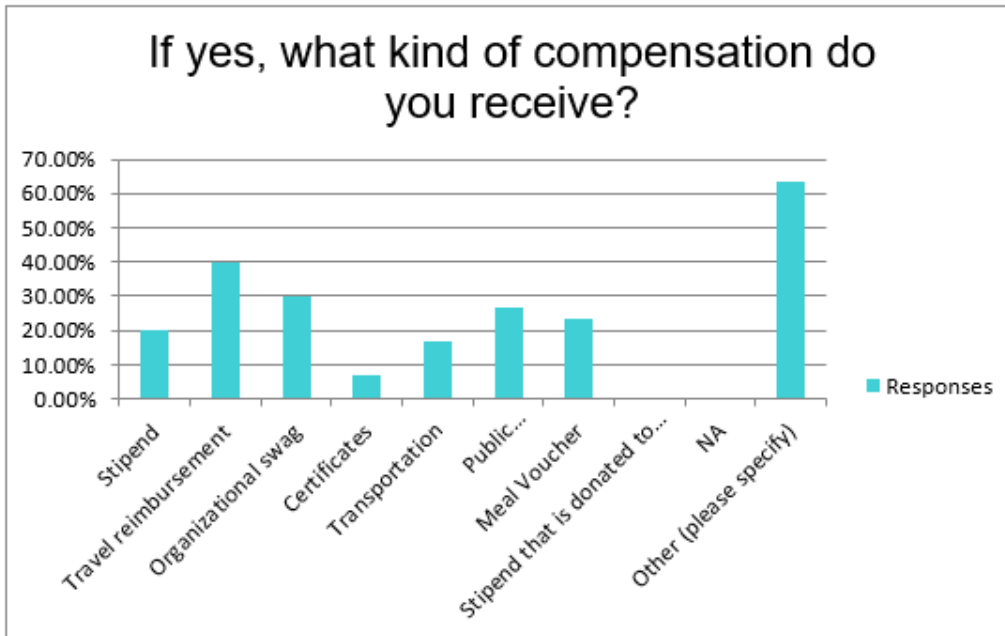
TOTAL RESPONSES
36

Number of years as an Advisor?

Number of years	Responses
Less than 1 year	1
1- 5 years	21
6-10 years	9
11-15 years	0
16-20 years	0
21-25 years	1
25 + years	2



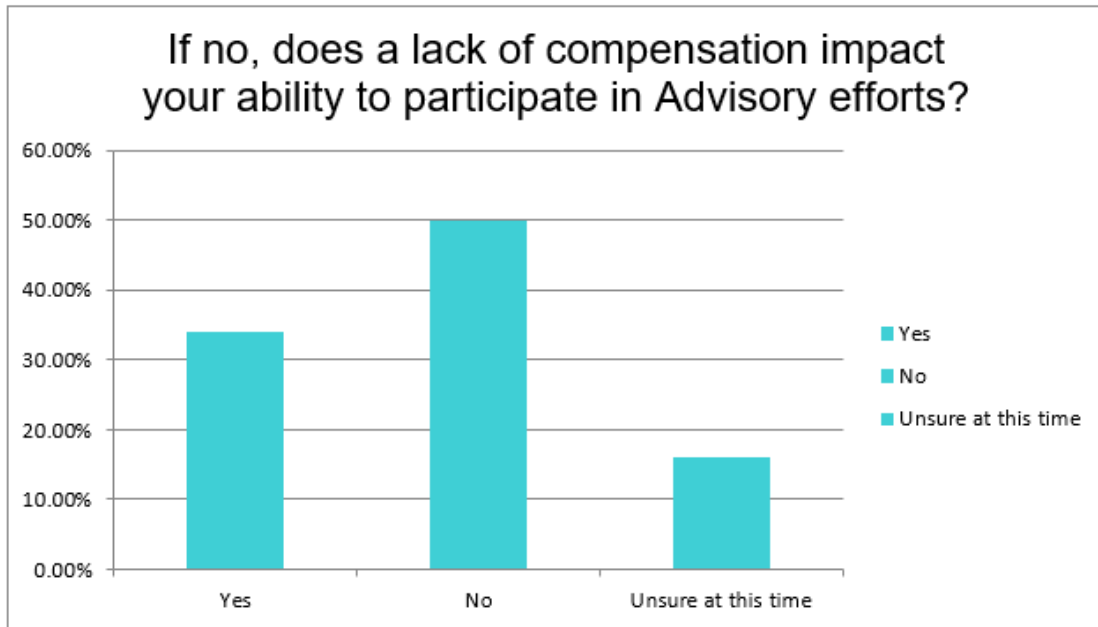
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Other (please specify)

- Part of my job
- sometimes travel reimbursement - not always
- Funding through PCORI
- food served during monthly meeting
- Parking at hospital
- Mileage for out of town travel, we also get dinner with our monthly board meetings
- Dinner is provided at each meal
- I am paid as an hourly employee
- Childcare
- Snacks, beverage and an occasional lunch
- n/a
- I am on staff as a Medical Case Worker - and have other duties as well
- MHA offers travel reimbursement. At Beaumont, typically not, but as a member of the corporate quality board, I was given an iPad
- Billable hours
- Parking and dinner
- Salaried position
- Meal and parking coupon and invite to parties
- Only if we volunteer for 4 hours and it's 6.00
- Honoraria

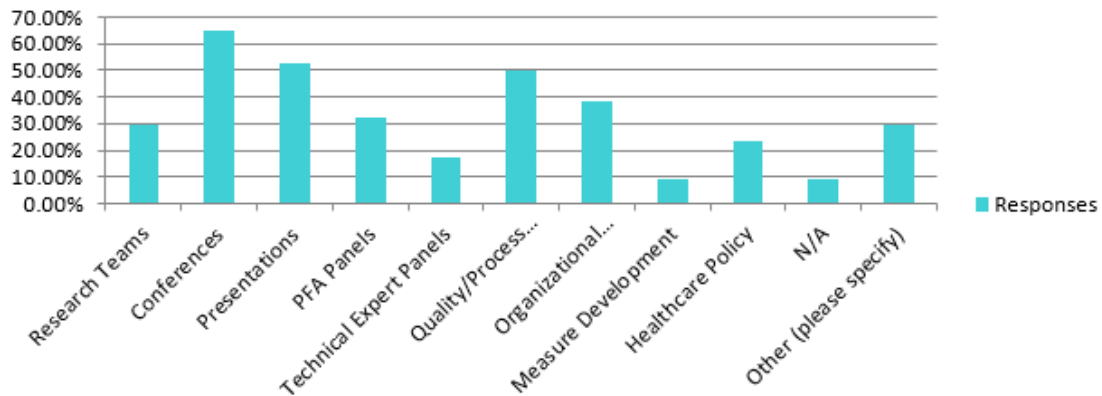
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Do you partner on any additional projects outside of your local healthcare organization's Advisory efforts? If yes, what kind?



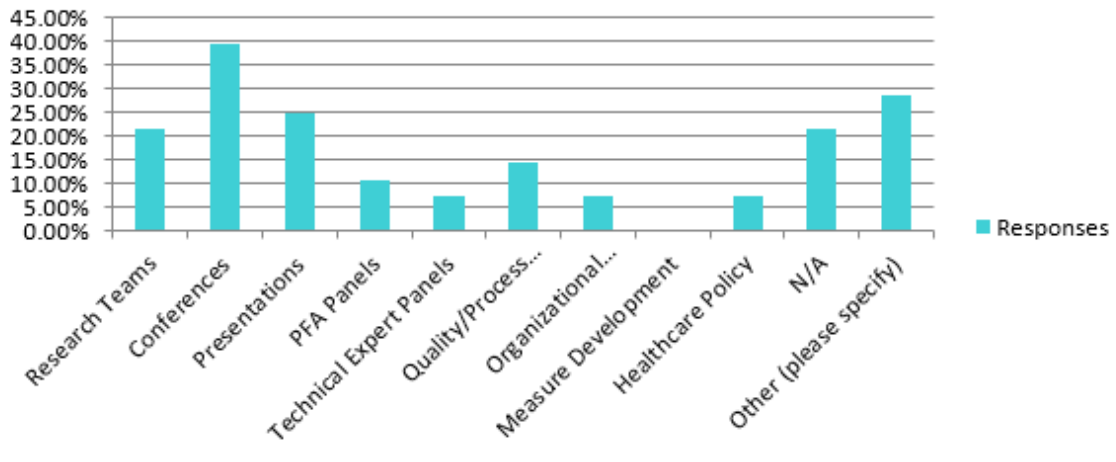
Other (please specify)

- Spotlight Review
- Support Group leader
- MHA Keystone board
- I'm not sure what you are asking. Do you mean do I contribute to other than PFAC-related effort?
- I've participated in a couple of hospital-wide meetings, presenting the family side
- parent mentoring
- Community outreach
- Some of these things I do as (volunteer) President of my nonprofit
- patient groups, strategic plans
- Community Public Health

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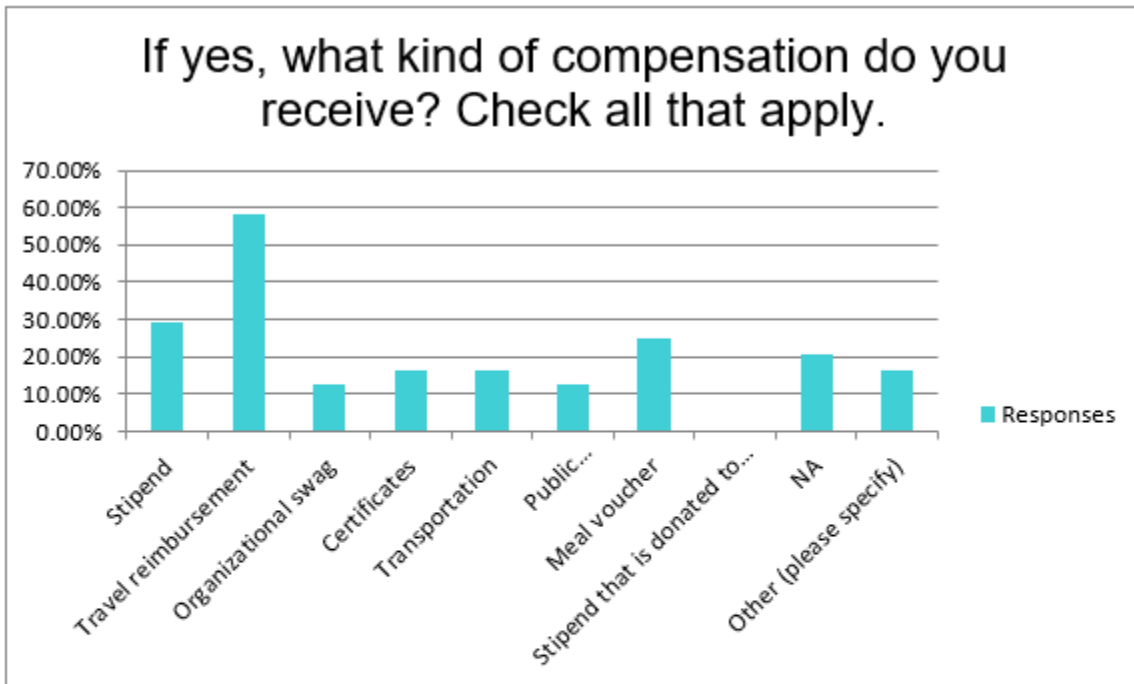
Do you receive compensation from any of the projects discussed in the questions above?



Other (please specify)

- sometimes
- No
- Hospital meetings
- Parent mentoring
- None at all
- The work my "item" does is a garbage bag of generalized job duties, mostly administrative
- NO (maybe reduced registration fee at conference when I present)
- No

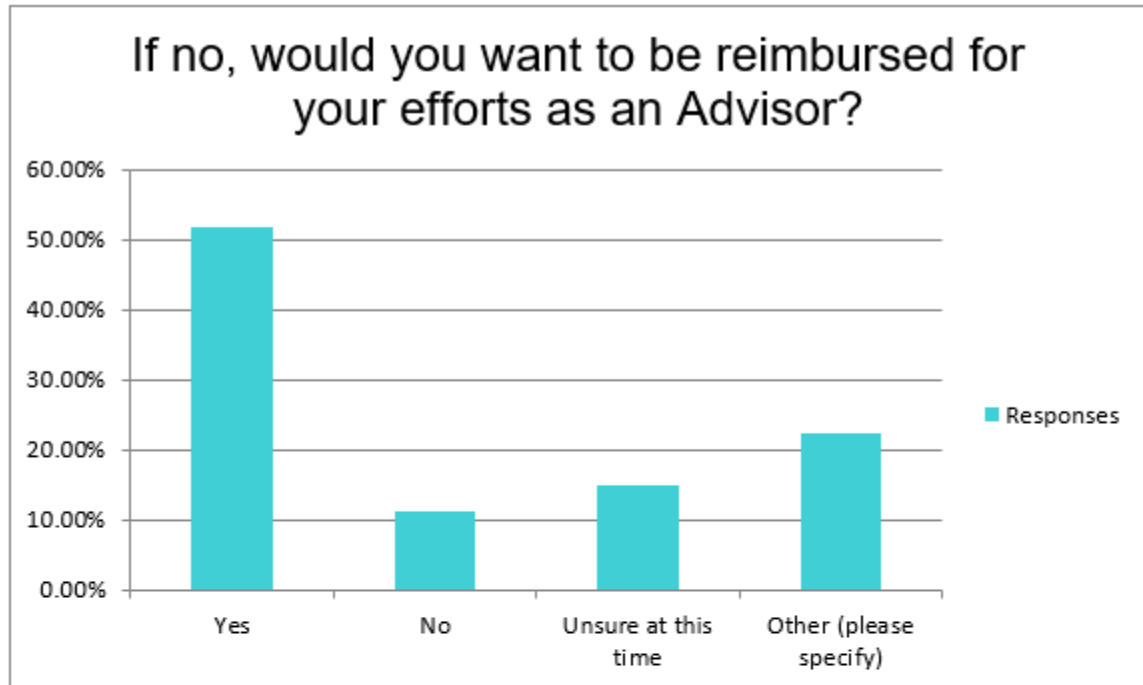
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Other (please specify)

- I am paid hourly
- salary with benefits
- Billable time
- Admission to conferences, access to medical library

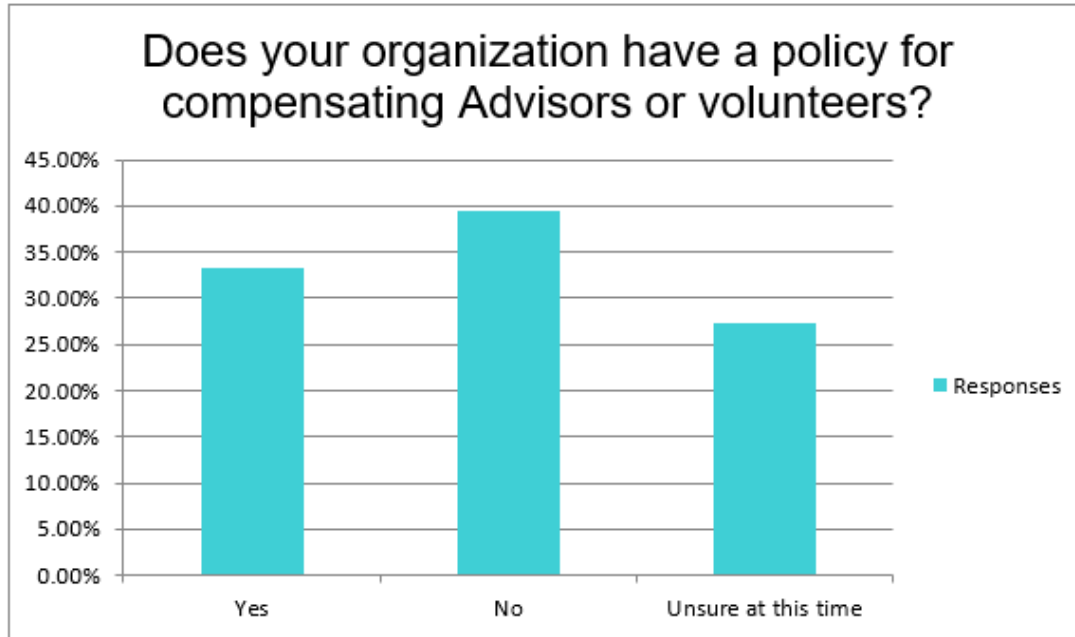
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Other (please specify)

- Not money, but as I said, at least water and maybe a snack at dinner.
- I would reimbursement available for advisors so I can decide when I take reimbursement.
- My ideal job would be to be on salary at a medical school, co-teaching empathy in terms of issues that medically fragile people experience, toward eliminating contribution to the trauma and providing resources to alleviate the pain
- When I serve as an advisor (not for my salaried job) I would appreciate financial support to travel to the meetings. If the meetings are virtual then no I do not expect compensation
- I have written a blog on compensation possibilities
- It depends. If everyone else around the table is being paid or advancing their careers it is not equitable.

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If yes, what is the process for Advisors to get compensation? (open ended question)

Responses

- I don't know
- snacks are available
- There is a form provided at each PFAC meeting for a limited meal-card compensation for travel or childcare expense.
- Our parent advisors are given a stipend for family advisory council meetings that they attend. Parents who do additional work for our department (we call them parent partners), are contracted employees. Those parents are paid hourly. (They are on advisory councils as well.) We also have four parents who are regular employees and serve on FACs as well.
- no financial compensation, but meal vouchers always provided for meetings during mealtimes and certificates, celebrations are regularly done
- We log our hours and can choose at that time to be paid for them or not
- They only cover travel reimbursements, if feasible but no monetary payment for service.
- Na
- "No Budget"
- Speaking on one program for parent volunteers: A clinical supervisor needs to identify a person to be a Parent Volunteer with our Unit to guide the person through the complex County process. To earn the stipend, the volunteer must work a minimum of 2 hours in a day, for which they are compensated \$15/day. There is awareness that the stipend could affect the volunteer's government benefits (food stamps, Medicaid), so the volunteer controls what they "invoice"
- Our Family Advisors who serve as "faculty", that is speak at new employee orientation, at nursing retreats, physician luncheons receive a \$75 stipend and a parking pass. IF our Family Advisors travel to a national conference to present, we cover the cost of their travel and event registration if necessary.
- Did not answer yes

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Would receiving compensation be problematic for you? In what way?

Responses

- No
- Because I work full-time, sometimes small amounts of cash income can push me into a higher tax bracket
- No
- No
- No, but I don't seek it
- I would not want it to increase my income and potentially change my ACA health insurance premium.
- No
- People should be paid for their time
- No
- No. I believe that a person's experience is valuable information and that compensation should be given for their efforts.
- No
- No
- Absolutely not! If my efforts are valuable, compensation is justified.
- No...
- No but if it was, I could weigh my options and decide if I wanted to decline the financial or material supports
- No
- This is an individual issue. No it is not problematic for me. It may be the difference between some people participating and not being financially able to pay for child care or gas to attend a meeting. I think not offering compensation restricts the pool of Family Advisors.
- No
- Not really. However, if somehow wouldn't "feel right".
- NO
- Yes. I believe that being a volunteer lends to more credibility and objectivity in any role a volunteer provides to a non-profit organization. This doesn't apply for reimbursements for out of pocket expenses doing volunteer work for organizations.
- No
- No
- It would not be a problem for me, and it would certainly make a difference to people who don't have the same advantages.
- No

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Please share any additional thoughts on compensating Advisors with us. (Open Ended Question)

Responses

- I work with hospitals in setting up PFACs and compensation is a local decision for them (118 hospitals). Some offer meal vouchers, some pay for parking, others offer light snacks.
- For some fellow advisors- cash compensation can cause their income to be too high for subsidies they receive for food, housing, etc. I prefer non-cash compensation.
- I think compensation of travel mileage and some food is a help for many volunteers!
- Any reasonable approach to defray expenses that would also broaden the membership diversity of our committees would be a positive development.
- I do agree that we might be more success recruiting diversity if we could offer a stipend. Maybe for those who are at 200% of FPL or less?
- I think Advisors should be compensated. But I think what's really needed is paid staff support, at least half of a dedicated person's responsibilities. The organizational work (and other jobs) advisors do should be done by staff. A staff person knows far more about the organization and bring other resources to aid the PFAC's work. PFA should be advisors and not do work the system should be hiring professionals to do.
- Our hospital is on 2 campuses, about 30 miles apart from each other. We just started our 3rd term for the FAC and have now combined the team as just one council for both campuses. However, this does require more traveling for some people. In addition, I have done outside projects for the FAC and beyond, which does require traveling to the other campus. It would certainly be nice to receive some compensation for this lengthy travel.

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- I think it is important so that we show that the work of the advisory council is valued. I also believe that compensating advisors encourages them to take the work and commitment more seriously.
- When there is no compensation, only people who can "afford" it will participate. This will really cut down on the diversity of voices and opinions heard from patients.
- So I am a paid parent advisor or an advisor on staff but I filled this out as it pertains to the rest of our volunteer PFA's, who only receive a parking coupon and a free meal for attending FAC meetings and swag once a year. This would be the same for all the advisors across Johns Hopkins Hospital.
- Patients usually work for free. I think we should be paid for our services and better compensated for things like travel, etc.
- I look on compensation as being for time spent, transportation or the need for lunch etc. For me personally, I will only log hours where I felt I made a good contribution.
- All Advisors do not function in the same capacity. There are advisors that view their contributions and service as a full-time job because of their passion to help others. Then you have those that are novice at it. It may be something to do to pass time or just a hobby. I think compensation should be based like a work ethic incentive.
- Other advisors may be similar to me
- I feel that volunteering should never be a hardship for the advisor or their family. I know that there are times when advisors will go without things, they need in order to cover the cost of participating as advisors. Also, advisors should not be made to feel guilty because they could use some form of compensation. We need to remember; volunteers will keep giving even when it is a hardship. Volunteers are some of the most caring people I know and so it is not in their nature to ask for help with expenses.
- Shame on health systems which expect Advisor service for free and shame on Advisors for allowing them to have and sustain that expectation.
- I would like to see Medicaid have a billing code to pay for Patient Advisors; prior to that, I see a need to choose/design minimum standards of conduct, and explication of the role.
- Our Family Advisors who just attend one two hours meeting a month do not want any compensation (I've asked) but I do provide parking, dinner, yearend accolades, certificates and public thanks. Those who spend significant periods of time (40 hours during a LEAN Rapid Improvement Event) should be compensated just like the employees they are working with. Call it a stipend or honorarium or whatever you want. Give a gift card but their time and effort are every bit as valuable as any other team member.



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- For the hospital PFAC, I am fine on not being compensated financially. The meal and parking are great. For outside efforts where I do give much more of my time, I do balance those requests with the amount of compensation.
- It would be awkward to be on a payroll as PFA considering national efforts to keeping healthcare affordable. During times of budget cuts, it would not be unreasonable for budget cutters to consider PFAs as nonessential personnel and thereby lay them off or fire them. So, there goes Patient Centered Care and the role of PFAs paly along strategic efforts to improve patient experiences? Awkward! I am from "old school" volunteers who feel that volunteering is not a job; that by volunteering, one is "giving back" to the organization (charity) as if one's time and talents are considered a service-in-kind donation. There is a certain sense that philanthropy is tied to volunteerism, which is a value in itself.
- If they can't totally compensate- then why not hire parent/patient Advocate as employees
- I am drafting articles about this topic
- We did a survey recently and 70% of Advisors were over 50. I think that compensation is part of this skewing in the ages.
- When I attend meetings and work on projects for TCH I am the only team member who is not an employee and is not paid. My time is just as valuable and it's my passion for change and improvement that keeps me continuing the work.