



New York State  
Partnership  
for Patients



# Advisor Orientation

NYSPFP PFE E-Learning Program

*A partnership of the Healthcare Association of New York State  
and the Greater New York Hospital Association*



## What will this presentation tell me?

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- Goals of the state-wide orientation
- What's in the NYS orientation
- How the orientation was created
- Becoming a member of a PFAC: What to Know



# The Goals of Advisor Onboarding

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- Role Clarity
- Setting Expectations
- Building Confidence
- Preparing Questions for the Coordinator
- Recognizing the Importance of Personal Experience
- Reducing Intimidation



# The Online Training Tool Content

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- Welcome
- Your role
- How you'll be involved
- What the hospital expects from you
- What you can expect from the hospital
- How to use your story to create improvement
- Tips to be a successful patient/family advisor
- Lessons learned from other advisors
- Video example of a PFAC meeting



# How the Orientation was Created

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- Based on the PFE data review and interaction with the hospital PFE teams, NYSPFP put together a core team dedicated to developing content for new advisors that would answer a lot of questions newly recruited advisors hesitate to ask.
  
- To name a few steps, development of the program involved:
  - Researching the content and interviewing the advisors on what could be helpful to them.
  - Script writing
  - Story boarding
  - Video shooting
  - Mock video scripting and recruiting actors for shooting
  - Building interactivity etc.



# What is my role?

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- Tell Your Story
    - As a patient and family advisor, your experiences are a powerful tool for inspiring change at your hospital
  - Share Your Perspective
    - By sharing your perspectives and working with hospital staff and other patient and family advisors, you can make a real difference in how care is provided
  - Help Your Hospital Improve
    - The time and energy you invest help your hospital make important changes and improve the care experience for other patients and families
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# The Risks of Hospital Care

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# What Does My Hospital Expect from Me?

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- Support and commit to the mission and vision of our hospital.
  - Attend orientation and training
  - Prepare for meetings as needed by reviewing materials, reading a report, or completing a task before a meeting
  - Attend meetings as required. If for some reason, you cannot attend a meeting, please call your staff liaison. You can also ask if there is another way you can participate (for example, by phone)
  - Actively participate in meetings by sharing your input and opinions
  - Maintain confidentiality. As a patient and family advisor, you may have access to health information about other patients that must remain private
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## Why is Confidentiality So Important?

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- As a patient and family advisor, you may have access to health information about other patients.
- It is important to know that a federal law called HIPAA (Health Insurance Portability and Accountability Act) protects how health information can be used and disclosed.
- Health information cannot be shared outside the hospital or health care facility. It cannot be shared in any written, verbal, or email communications with friends, family, or anyone else unless specifically permitted.
- **The easiest way to remember what HIPAA means is the saying, “What you see or hear here must remain here.”**
- You will be asked to read and sign a confidentiality agreement to indicate your understanding of and cooperation with these requirements.



## What Should You Expect from Your Hospital?

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- Provide you with the training you need to be an engaged advisor.
- Provide you with the resources and organizational support you need to do your job well.
- Identify a staff liaison who will help you prepare for meetings; provide you with information; and be available if you have comments, questions, or concerns about your role.
- Listen and respond to your ideas and suggestions.
- Keep you informed about how your feedback and ideas contribute to changes and improvements.
- Working with you to find ways to create meeting times and locations that are possible to you, or find other ways for you to participate.



# Six Tips to Being a Great Advisor

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1. Share your views!
  - Focus on problem solving
  - Keep emotions from driving your thoughts
  - Respect people's privacy
  
2. Draw on your communication skills
  - Keep an open mind
  - Listen well
  - Make sure you understand what others are saying
  - Be aware of dominating the discussion; let others speak



# Six Tips to Being a Great Advisor

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## 3. Ask questions

- Ask clarifying questions
- Ask for definitions
- Ask for more details

## 4. Be ready for disagreements

- Disagreement is a **GOOD** thing – gets us to the best idea
- Describe your point of view as an opinion, not fact
- Ask for more background information when people say change is not possible



# Six Tips to Being a Great Advisor

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## 5. Clarify your commitment

- Prepare for meetings
- Inform staff of any schedule issues

## 6. Ask for and give feedback

Ask your patient and family engagement coordinator for feedback about your participation

Ask for support from fellow advisors

Ask when you don't



# PFAC Mock Video

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# ORIENTATION TRAINING PROGRAM COMING

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Keep an eye out for the elert announcing that this PFAC e-learning is posted on the NYSPFP website e-learning tab in within a few weeks.