



OHSU Visitors and Volunteers Patient & Family Advisor Volunteer Position Description

Note: Volunteers must be able to perform the functions of the position with or without reasonable accommodations. All individuals with disabilities are encouraged to seek reasonable accommodation.

Action Requested:	New position <input type="checkbox"/> Revised position <input checked="" type="checkbox"/>	Date completed/revised:	5/9/23
Prepared by:	Andi Morana	Phone:	503-418-5376

1. GENERAL POSITION INFORMATION:	
CLASSIFICATION/TITLE Patient and Family Advisor	DEPARTMENT NAME/LOCATION Patient Experience
VOLUNTEER NAME	VOLUNTEER SUPERVISOR Jessi Rivers; Patient Experience Consultant
MISSION GROUP Healthcare	
2. POSITION SUMMARY:	
<p>Background information about the program Patient and Family Advisors (PFA) provide help for patients at OHSU. They are former patients and family members who wish to provide their views to improve care for others. PFAs partner with healthcare providers and other staff to help improve the quality, safety, and experience for all of our patients and families at OHSU. They volunteer 1-4 hours a month depending upon the type of task they are working on.</p> <p>Qualifications</p> <ul style="list-style-type: none">• Volunteer or Volunteer's family member has received care at OHSU in the last 3 years.• Volunteers are able to share ideas for improving the experience for other patients and families.• Volunteers are able to interact with a diverse group of people.• Volunteers are able to share their own experience to identify solutions for better care for all.• Volunteers are able to keep all information private and confidential.• Minimum age is 16 <p>Summary of duties Volunteers serve as a content expert for the patient voice. Sharing their experiences and stories to help improve OHSU for all who access care. PFAs will each have a diverse voice, as they share the way they have experienced the healthcare system and partner with staff members. Patient and family Advisors are able to work online when needed or they can be on site.</p> <p>Summary of departments/positions that this position will interact with PFA will reach out with staff members on committees depending on the projects they are placed on. Occasionally the PFA's may interact with patients and family members</p>	



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3. KEY DUTIES:		
Key Duties & Performance Standards	% Of duties	Essential Function (Yes/No)
<ul style="list-style-type: none"> • Share their story – Volunteers share their health care experiences with providers, staff, and other patients. • Engage in discussion groups – Tell OHSU what it was like to be a patient at OHSU and what we can do to improve. • Help create educational information – Help OHSU make materials that make it easier for people to understand and use. • Work on short-term projects – Volunteers may be asked to partner with OHSU on projects. • Serve on Patient and Family Advisory Council – The council discusses and plans changes to improve experience, quality, and safety. Members include patients, family members, and staff. 	100%	Yes
4. QUALIFICATIONS:		
As part of the qualifications requirement, the following Core Competencies are expected of all OHSU affiliates regardless of their position within the organization.		
Inclusion, Collaboration and Teamwork:	Every person matters. We benefit from the rich variety of ideas, skills and perspectives that emerge when we work together. Our collaboration fuels innovation, better solutions to complex problems, and a sense of community. Cultivating a climate of inclusion and respect enables us to partner with those who can help OHSU achieve its vision.	
Organizational Perspective:	We are all connected. Whether our role is caring for patients, inspiring students, advancing scientific knowledge, or supporting those endeavors, each person's work impacts another's. When we understand how our actions and decisions affect the whole, we can better align the needs of our workgroup with the best interests of OHSU. We have a common purpose that guides what we do and why.	
Performance Results:	We work hard to make great things happen. We hold ourselves and our colleagues to high standards of performance that are focused on results. We pursue excellence by giving and receiving feedback openly and directly. We continually seek to improve ourselves and our work by setting goals, measuring outcomes and developing our knowledge and skills. We exceed expectations in pursuit of our vision.	
Personal Effectiveness:	We are strong in character. As individuals, we value integrity and inspire trust. We meet obstacles with calm resolve, and can adapt quickly to change. We continue to move forward, even when the way is unclear. Each of us aspires to be our best self, accountable for the work we do and dedicated to the purpose of OHSU.	



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Qualifications	Required	Preferred
Education:	•	•
Experience:	• Former OHSU patient, or family member of OHSU patient, either in clinic or inpatient	•
Job Related Knowledge, Skills and Abilities (Competencies):	<ul style="list-style-type: none"> Follow OHSU professional appearance policy Able to locate and use a fire extinguisher. Follow Healthcare Environment Policies and Procedures. Follow OHSU Visitors and Volunteers Policies and Procedures as well as related OHSU policies. 	
Compliance:	<ul style="list-style-type: none"> Follow policies, procedures and agreements related to position, department or OHSU as a whole Complete Onboarding as directed by staff, including at least the following items: <ul style="list-style-type: none"> Clear criminal background check Gain Medical Clearance 	Not applicable
5. WORKING CONDITIONS:		
<p>Commitment requirement: PFA's are encouraged to volunteer for projects for which they have time, for an average 1-4 hours each month. PFA's will be surveyed annually to see if all are still interested in engaging. PFA's can choose to engage in a remote setting or in-person when needed.</p> <p>Working conditions:</p> <ul style="list-style-type: none"> Able to work alone or as part of team PFA's can choose to engage in a remote setting or in-person When directly working with a patient: masks are required to be worn at all times (gowns and eye protection available upon request). When not directly working with patients, physical distancing of at least 6 ft. is suggested whenever possible. 		
6. PHYSICAL DEMANDS & EQUIPMENT USAGE:		
<ul style="list-style-type: none"> Be able to operate a computer Be able to adhere to all of OHSU's compliances for volunteers 		
7. TRAINING		
Training will occur with the Patient Experience team. They will learn how to engage with staff members, what their role will be and what the background of projects has been thus far.		



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8. APPLICANT INFORMATION Please complete the following questions:				
1.	Will you be a minor under the age of at the start of the assignment?	<input type="checkbox"/> No <input type="checkbox"/> Yes (<i>If yes, please ensure there are parent/guardian signatures below and on the OHSU Visitor & Volunteer Agreements</i>)		
2.	Do you have any other association with OHSU?	Research & Academics Visitor/volunteer <input type="checkbox"/> Past <input type="checkbox"/> Current	OHSU Employee <input type="checkbox"/> Past <input type="checkbox"/> Current	OHSU Student <input type="checkbox"/> Past <input type="checkbox"/> Current
		<input type="checkbox"/> None	<input type="checkbox"/> Other (list)	
3.	Are you a foreign national? (i.e. you are not a US citizen, US legal permanent resident, Asylee or Refugee?)	<input type="checkbox"/> No <input type="checkbox"/> Yes		
9. SIGNATURES/APPROVALS: My signature denotes that this position description is an accurate and correct statement of the essential functions, responsibilities and requirements assigned to this position.				
	Type Name	Signature	Date	
VOLUNTEER				
PARENT/GUARDIAN <i>(if volunteer is under 18)</i>				
SUPERVISOR	Jessi Rivers			