

Patient and Family Advisor to the Perinatal Quality Collaborative Vermont (PQC-VT)

The PQC-VT collaborates with the Vermont Department of Health and the Larner College of Medicine to improve the quality of care for pregnant and postpartum people and their newborns.

The Patient and Family Advisor (PFA) is a community member who has received care at any health care facility in Vermont. The Patient and Family Advisor works in partnership with the PQC-VT project team including faculty members, quality improvement experts and health care professionals to help make perinatal services more responsive to the needs of patients and families.

The role of the Patient and Family Advisor is to bring their voices and perspectives to policies, programs, operations, and education in health-related projects in an effort to improve quality and safety, delivery of care, and patient and staff satisfaction.



Patient and Family Advisors should be willing to:

- Offer ideas, raise concerns, and explore opportunities for change
- Communicate openly and ask questions when needed
- Respect of confidentiality and honor privacy when applicable
- Influence change, yet be mindful that sustainable changes take time
- Respect diversity and differing opinions
- Work in partnership and collaborate on solutions
- Maintain open communication with project team
- Show compassion

Potential Roles of Patient and Family Advisors:

- Developing/reviewing educational materials
- Participating in project meetings to share perspectives and help inform project planning
- Sharing your story to educate physicians and clinical teams, staff, and other partners about the experience of care and effective communication and support during the transition journey
- Serving as an PFA to have impact and influence on policies and practices that affect the care and services that patients receive
- Serving as an e-Advisor, respond by email to questionnaires and surveys seeking your opinions on different project activities

Specific Duties & Time Commitment (may include one or more of the following):

- Attend an orientation session
- Attend Perinatal Parent Advisory Committee meetings (twice per year)
- Join and participate in project team meetings (as needed per project)
 - May be virtual or in-person
- Share perspectives, experiences, and advice in a variety of settings and situations, including in team meetings, educational activities (webinar or conference), emails or focus group discussions
- Respect and protect the confidentiality of patients, family members, and employees at all times and in all circumstances

Special Interest Group: Vermont Alliance in Innovation on Maternal Health (AIM)

AIM is a quality improvement initiative to support best practices that make birth safer, improve maternal health outcomes and save lives. The Vermont AIM team is looking to grow our team by including Patient & Family Advisors to help develop future work. PFAs that join this project work will have additional training and there may be additional compensation provided. For the scope of this work, we are looking to work with individuals who have had lived experience in the past 5 years.



Complete an Interest Form

Go to
<https://go.uvm.edu/4rj9o>