

## **IPRO Hospital Quality Improvement Contract: Sample Job Description for a Person and Family Engagement (PFE) Leader**

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### **Introduction**

Designating or hiring an individual (or individuals) to coordinate PFE best practices at your hospital helps ensure that PFE is built into hospital operations and given the attention and resources needed to be successful and sustained over time. There is no “right” or “wrong” way to establish the PFE leader role in your hospital’s administrative structure. The goal is to establish within your hospital’s administration a centralized position that monitors and reports to leadership how PFE is improving the quality and safety of care delivered to your patients. The PFE leader is not solely responsible for implementing PFE best practices, but serves as a coordinator to help staff across your organization integrate PFE best practices hospital-wide.

#### **PFE Practice 4: Designated PFE Leader in the Hospital**

At least one person is recognized across all hospital staff and administration as responsible for the leadership, coordination, support, and reporting of PFE activities throughout the hospital.

The PFE leader can be a full-time or part-time position. Small, rural, critical access hospitals may designate a person already in a leadership role to dedicate 10-20% of their time coordinating PFE efforts. Larger hospitals and systems may need a full-time position.

### **SAMPLE Job Description:**

#### **Overview**

[Hospital] is seeking a [Person and Family Engagement (PFE) Coordinator] to coordinate, support, monitor, and measure PFE best practices within and across our hospital. General responsibilities associated with this position include: (1) working with hospital leaders to create strategic plans for PFE and implement PFE practices across hospital units; (2) providing operational support for PFE practices in direct care; (3) coordinating the recruitment and selection of patient and family advisors from our community to serve on hospital committees and councils; and (4) monitoring and reporting PFE practices and their impact to hospital leadership and the community. The [PFE Coordinator] reports to [hospital leadership].

### **SAMPLE Specific Responsibilities:**

#### **Critical Responsibilities (part-time or full-time position)**

- Establish and disseminate short-, mid- and long-term PFE goals for hospital-wide implementation of PFE best practices
- Educate leadership and staff about the benefits of PFE and how PFE best practices can help improve patient safety



- Healthcentric Advisors ■ Qlarant
- Kentucky Hospital Association
- Q3 Health Innovation Partners
- Superior Health Quality Alliance

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- An understanding of, and appreciation for, patient- and family-centered hospital care
- An understanding of how to apply PFE as a quality improvement strategy to reduce all-cause harms
- Strong organizational skills
- Comfort interacting with diverse patients and families
- Ability to use time and resources efficiently

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**Sources:**

American Institutes for Research (2017). How to Help Hospitals Get Started on the Person and Family Engagement Journey. Presentation for the CMS-funded Partnership for Patients initiative.

American Institutes for Research (2021). [Hospital Roadmap for Person and Family Engagement: Achieving the Five PFE Best Practices to Improve Patient Safety and Health Equity](#). IPRO Hospital Quality Improvement Contract.

Institute for Patient- and Family-Centered Care (1998). [Staff Liaison to Patient and Family Advisory Councils and Other Collaborative Endeavors](#). Bethesda, MD.

- Keep leadership apprised of PFE activities, accomplishments, and outcomes

***Additional Responsibilities (based on allotment of FTE)***

- Develop and distribute resources and training on PFE, as needed, to hospital staff and leaders
- Assist in the budgeting and scheduling of PFE activities
- Assist unit leaders in developing and executing PDSAs of PFE best practices across the hospital to measure the impact of PFE on patient safety
- Recruit, onboard, and support patient and family advisors on hospital committees and councils, including Patient and Family Advisory Councils (PFAC)
- Ensure that patient and family participation, input and feedback is inclusive and reflects the diversity of the community
- Support PFACs, including training patient and family advisors, and identifying opportunities for PFACs to contribute to efforts aimed at improving hospital quality and safety, and reporting PFAC accomplishments to hospital leadership, the Board of Directors, and the community

- Develop relationships and partner with community-based organizations to recruit patient and family advisors who are representative of the community and its needs
- Develop processes to evaluate the impact of the organization's PFE efforts
- Assist hospital leadership and staff, as needed, in addressing challenges and barriers to PFE

***SAMPLE Qualifications***

- Ability to form collaborative relationships with hospital leaders and patient/family advisors

[https://docs.google.com/document/d/1F2K6rykrR7Dzo7vQ2nL6qRCteaaTa\\_An/edit](https://docs.google.com/document/d/1F2K6rykrR7Dzo7vQ2nL6qRCteaaTa_An/edit)

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