

# Powerful Partners

## Patient Family Advisor

### Application Form



#### Our Vision for Patient Family Advisors

Patient and family voices and experiences shape the work we do to create a patient-centered health care system by doing the following:

- Developing a patient-centric approach that guides our work
- Using the PFA to assist with technology trends and systems that impact patients and families
- Highlighting cultural sensitivities, individual dynamics and health literacy in improving our resources
- Two-way education about how patients and families can engage with the health care system and take ownership of their care

Yes! I am interested in serving as a patient family advisor (PFA) with Mountain-Pacific Quality Health. If my application is approved, I commit to dedicating two to four hours each month to supporting Mountain-Pacific and the patient and family advisory council (PFAC), and I commit to serving for at least one year, at which time I can choose to extend or end my service.

Name (First and Last): \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Cell Phone: \_\_\_\_\_

Email Address: \_\_\_\_\_

Preferred contact: (select one)    Home phone    Cell phone    Email

As a PFA, you will assist Mountain-Pacific in carrying out the following Centers for Medicare & Medicaid Services quality improvement initiatives:

1. Improve behavioral health outcomes, focusing on decreased opioid misuse.
2. Increase patient safety by reducing adverse drug events (ADEs), hospital readmissions and engaging patients, residents and families.
3. Increase chronic disease self-management (cardiac and vascular health, diabetes, slowing and preventing end-stage renal disease (ESRD).
4. Improve the quality of care transitions by reducing hospital and nursing home readmissions and improve community-based transitions.
5. Improve nursing home quality by reducing ADEs and healthcare-related infection and improving total quality score.

Application continued on next page.

Which of the following are you interested in participating with during your service?  
(Check all that apply.)

☐ Coalition

*A community coalition is an alliance of providers, practitioners, stakeholders, advocates, patients and families who come together to achieve a common goal.*

☐ State Mountain-Pacific Quality Health PFAC

*PFACs are composed of patient and family advisors who work to improve health care by serving in a variety of health care settings and sharing personal stories to represent all patients and families.*

☐ Regional Mountain-Pacific Quality Health PFAC

☐ Affinity Group

*A subgroup of a larger group that rallies around a common interest, focus and need.*

**The following questions will help us get to know you better.**

1. Are you a...

☐ Patient

☐ Spouse of a patient

☐ Caretaker of a patient

☐ Parent of a patient

☐ Other: \_\_\_\_\_

2. In the last two years, you/your family member has been treated most often in (check all that apply):

☐ Emergency room

☐ Inpatient units (intensive care, surgical center)

☐ Outpatient clinics (physical therapy)

☐ Other: \_\_\_\_\_

3. What languages do you speak? \_\_\_\_\_

4. Why do you want to become a patient family advisor?

5. Please briefly describe any experience you have had as an advisor, volunteer, public speaker or writer. (Previous experience is not required to volunteer for the PFAC.)

6. Patient and family advisors reflect the diversity of the patients and families cared for in our health care system. Please share anything about yourself that you think will add to the diversity of our advisors.

**Please return this completed form to  
Katelin Conway at Mountain-Pacific Quality Health:**

*Email Instructions:*

[kconway@mpghf.org](mailto:kconway@mpghf.org)

Subject: Patient Family Advisor Application

*Mailing Instructions:*

Mountain-Pacific Quality Health

c/o: Katelin Conway

3404 Cooney Drive

Helena, MT 59602