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

Developed by the American Institutes for Research
March 2022

Introduction

Designating or hiring an individual (or individuals) to coordinate PFE best practices at your hospital helps to ensure that PFE is built into hospital operations and given the attention and resources needed to be successful and sustained over time. There are different models for how accountability for implementing and applying PFE best practices rests within an organization – and there is no “right” or “wrong” way to establish the PFE leader role in your hospital’s administrative structure. The goal is to have a central position in the hospital’s administration that monitors and reports how a hospital is using PFE to improve the quality and safety of care. To elevate and reinforce the critical role of PFE in the hospital, consider having the person/position report directly to hospital leadership (e.g., CNO, CEO).

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’s role should not be seen as the sole person responsible for implementing PFE best practices at your hospital, but as a coordinator helping everyone integrate PFE best practices across your hospital to improve the quality and safety of care. Ultimately, partnering with patients and families to ensure patient safety is everyone’s responsibility.

The PFE leader can be a full-time or part-time position. Finally, there is not a specific title for this position. Titles for a PFE leader may include: Patient and Family Engagement Coordinator; Director of Patient and Family Engagement; Staff Liaison to Patients and Families; and Patient and Family-Centered Care Manager.

Sample Job Description

Overview

[Hospital] is seeking a [Person and Family Engagement (PFE) Coordinator] with experience working with hospital leaders, clinicians, and staff and patients and families to improve quality and safety. The primary purpose of the position is to coordinate, support, monitor, and measure PFE best practices within and across our hospital that can contribute to high-quality patient- and family-centered care. General responsibilities associated 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 of 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 Leader] reports to [hospital leadership].



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Specific Responsibilities

- 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
- 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)
- Support PFACs including training advisors, identifying opportunities for PFACs to contribute to efforts to improve hospital quality and safety, and report PFAC accomplishments to leaders, the Board of Directors, and the community
- Develop relationships with community-based organizations to recruit and partner with patient and family advisors who are representative of the community and their needs
- Develop processes for evaluating the impact of the PFE leader and activities that are inclusive of diverse patient and family participation, input, and feedback
- Assist hospital leadership and staff as needed to address challenges and barriers to PFE
- Keep leadership apprised of PFE activities, accomplishments, and outcomes

Qualifications

- Ability to form collaborative relationships with hospital leaders and patient/family advisors
- An understanding of and appreciation for patient- and family-centered hospital care
- An understanding of how PFE can be applied as a quality improvement strategy to reduce all-cause harms
- Strong organizational skills
- Comfort interacting with diverse patient and families
- Ability to use time and resources efficiently

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.

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