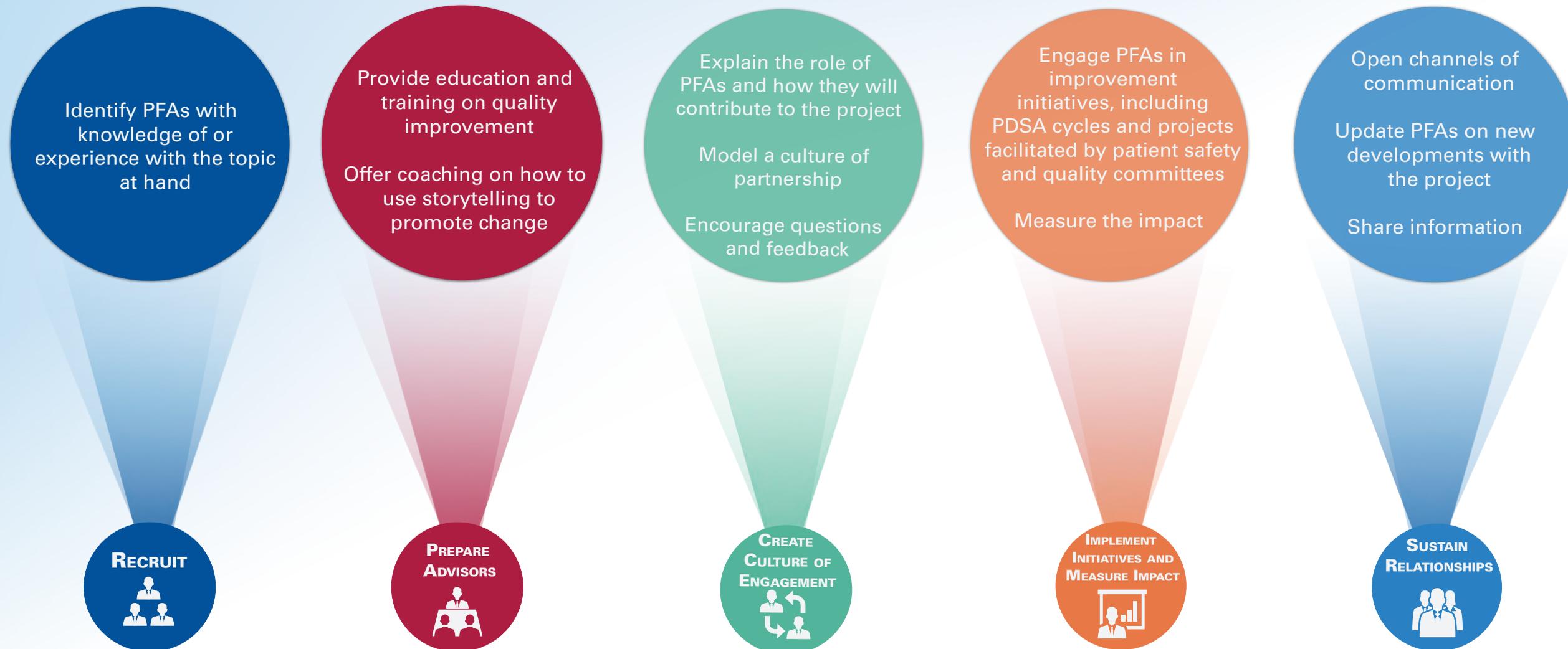


Framework for Hospitals Partnering with Patient and Family Advisors



Source: HRET, 2015.

What is a patient and family advisor (PFA)?

An individual who works with patients, family members and hospital employees to provide ideas and insights on patient experience, safety, quality, care processes and other areas in which the organization may be seeking change or improvement.