

Compensation Guidance

Definition of Terms:

- **Compensation** - Provides universal access to a diverse group of Patient Family Advisors (PFAs) that acknowledges the value of the PFA's unique perspective in health system design.
- **Diversity** - Building a broader network of PFA's, inclusive of traditionally under-represented populations to accurately reflect the populations served. Incorporates cultural, age, experience and regional characteristics.
- **Story** - A personal experience narrative of a Patient Family Advisor.
- **Patient Family Advisor** - A person using their lived experience to influence healthcare.

Why

The purpose of the Compensation Workgroup is to explore current practice for compensating advisors with the goal of developing a resource for PFANetwork members and healthcare providers to utilize in conversations concerning compensation. The Workgroup was initiated by PFANetwork members to address the influence compensation may have on the lack of diversity in partnership efforts. The workgroup conducted an environmental scan to review the needs and resources available for Patient Family Advisors and healthcare providers. After reviewing the environmental scan, the issues surrounding compensation and its relation to diversity were found important to be addressed by PFANetwork members. The environmental scan uncovered a need for guidance for both patient/family advisors and healthcare providers to discuss compensation and its relationship to diversity.

What

The Compensation Guidelines is a living document resource for PFANetwork members and healthcare organizations to discuss compensation and its relationship to diversity. These guidelines provide the overarching themes collected in the environmental scan, PFANetwork survey, and workgroup meeting discussions. Every situation is different, but the guidelines provided help healthcare stakeholders and Patient Family Advisors have their own conversations. Organizations and Advisors are encouraged to add relevant guidance to the document and share it back through the PFANetwork, to spread effective compensation practices.

How

The Compensation Guidelines have been created to guide conversations between patient family advisors and the healthcare organizations who would like to partner with them. The Compensation Guidelines might best be used to initiate discussions locally. Advisors may need to inquire about an organizations' existing compensation strategy or resources. These guidelines are intended to support the start of a conversation, recognizing that no one size fits all.

Compensation Guidelines

The people that are least able to volunteer their time are the most valuable. Volunteerism is privilege.

The scope of the project defines the patient population impacted. Most effective advisory efforts utilize people from the defined patient population. When the patient population has been identified, the organization should think about any barriers to participation that might exist for the identified patient population.

The people who are closest to the problem are the ones best positioned to solve it. Patient family advisors represent the patients closest to the problem, especially related to social determinants of health.

Organizations that want the patient family perspective at the table must be willing to invest in the effort to bring people in.

When you hear the story, you will see the value they provide to the project.

The solution to compensation is not one size fits all, it is a local solution, specific to the patient population, the scope of the project/partnership and the patient family advisor themselves.

Create an invitation, must be inclusive. Compensation cannot be built on assumption, should be offered across the board.

Creating a memorandum of understanding with compensation creates a set of common expectations about the partnership.

Consider compensation in the broadest sense of the term. For some, that may mean offering transportation or childcare. For others, that may be offering a gift card. When the conversation is based on removing barriers, organizations can be strategizing how to eliminate the barriers specific to the project.

The return on investment (ROI) to the organizations that implement compensation practices will be measured by how compensation changes the diversity and vision of the partnerships.