

Qualifications for Patient/Family Safety Liaisons

The Patient/Family Safety Liaisons (Liaisons) are integrally involved in the Patient Safety Rounds program and should be comfortable working with members of the staff and speaking with patients and family members. Other qualifications for Patient/Family Safety Liaisons at Dana-Farber include:

- Member of the Patient and Family Advisory Council or a committed patient or family volunteer
- Willing to speak with patients about the patient care experience, patient safety, and the environment of care
- Willing to complete volunteer training
- 21 years of age or older
- Able to stand for a couple of hours, if necessary
- Willing to provide feedback, complete forms, and conduct interviews in a busy practice environment

Patient/Family Safety Liaisons are selected by members of the Patient Safety Rounds program. Once selected, they are screened to assure an appropriate fit between the Liaison and the unit's staff and patients.