



## Family-Centered Care E-Council Role Description

Position Title: E-Council Member	
FCC Level 1 assignment	
Issue Date: 11/2013	
Reviewed/Updated:	
Objective:	To offer feedback through electronic means, regarding Family-Centered Care (FCC) and Family Advisory Council (FAC) initiatives at St. Jude.
Hours:	At the convenience of the E-council member, but feedback is required in a timely manner
Qualifications:	<ul style="list-style-type: none"> <li>• Current or former St. Jude patients (18 years of age and older) as well as family members and caregivers of current or former patients. Applicants should have experience as a patient or in the direct care of a current or former St. Jude patient or family.</li> <li>• Must present themselves in a professional manner and follow the E-council participation guidelines</li> <li>• Access to electronic device (such as PC, tablet, phone, etc.) to correspond with other E-Council members</li> <li>• Ability to successfully complete the E-Council membership application</li> </ul>
Training:	<ul style="list-style-type: none"> <li>• Complete level I adviser training including HIPAA and confidentiality basics, overview of FCC, and role description</li> </ul> <p><i>Understand and accept:</i></p> <ul style="list-style-type: none"> <li>• Guidelines for taking part on the E-Council</li> <li>• Guidelines for writing and sending online messages</li> <li>• Criteria for removal from E-Council</li> </ul>
Competencies:	<ul style="list-style-type: none"> <li>• Work effectively with others and without direct supervision</li> <li>• Recognize and respect the multi-cultural needs of our patients and their families</li> <li>• Function in an information-sharing role and not offer advocacy or medical advice</li> <li>• Follow the guidelines for participation on the E-Council</li> <li>• Maintain patient family privacy and confidentiality standards by keeping all information shared within the E-Council within that realm.</li> </ul>
Responsibilities:	<ul style="list-style-type: none"> <li>• Use the E-Council for the intended purpose of global discussion.</li> <li>• Use the appropriate channels if you have specific patient care concerns and do not raise those concerns with the E-Council.</li> <li>• Provide feedback in an appropriate and timely manner</li> </ul>