

Is being a Volunteer Patient Family Advisor right for you?

Being a Patient & Family Advisor may be a good match for you if you will:

- Partner with staff to help improve hospital care for others.
- Talk about your experiences as a patient or family member – but also think beyond your own personal experiences.
- Talk about your care experiences and share your thoughts on what went well and how things could have been done differently.
- The ability to work with a diverse committee—listen to and collaborate ideas with other committee members to create a positive experience for all patients and their families.
- Listen to and think about what others say, even when you disagree.
- Bring a positive attitude to discussions.
- Keep any information you may hear as an advisor private and confidential.

For More Information:

Visit our Website:

www.renfrewhosp.com

Look for “Patient and Family Advisory Committee” under the “About RVH” tab

Contact:

Mary-Ellen Harris

Chief Nursing Executive, VP Patient Care, Quality and Clinical Services

Email: harrism@renfrewhosp.com

Phone: 613-432-4851 x225

[Testimonial PFAC Member](#)

“The existence of the Patient Family Advisory Committee (PFAC) demonstrates Renfrew Victoria Hospital’s (RVH) commitment to continuously improving the patient experience. PFAC meeting content includes procedure review, improvement project status, anonymous patient feedback, performance score cards and more. As a patient representative on the PFAC team my, and all patient and family representative feedback are valued, considered and integrated into RVH improvement activities.”



Renfrew Victoria Hospital
499 Raglan Street North
Renfrew, Ontario
K7V 1P6



Become A Volunteer Patient & Family Advisor



High Quality, Patient Centred Care!

What do Patient & Family Advisors Do?

If you are an advisor for our hospital, you can help us in the following ways:

- Share your story. Advisors share both their stories and the stories of others with other committee members to create a safe, acceptable solution to help deliver exceptional patient care at RVH.
- Participate in committee work. Advisors bring their perspective to the decision-making table.
- Review or help create educational or informational materials.
- Advisors help review or create materials like websites, forms, health information handouts, and discharge instructions.
- Advisors help us make these materials meaningful for all patients and family members to understand and use.
- Work on short-term projects. We sometimes ask advisors to partner with us in making improvements – for example, helping to plan and redesign a patient bathtub room.
- Serve on a hospital committee. Members of those committees may include patients, family members of patients, hospital staff and physicians.

What Qualifications are Required?

- There is no training required
- If you are interested in bringing your ideas forward in a constructive way, we would like to meet with you.
- What's most important is your experience as a patient or family member and your willingness to share your story and ideas.
- All applications will be reviewed and a short meeting will be scheduled.
- Parking tokens will be provided when meetings are attended in person.

What is the Time Commitment?

- By becoming a Patient and Family Advisor you are agreeing to a minimum commitment of two years.
- Meetings are scheduled to last for 1.5 hours.
- 4-5 meetings are held per year, between September and June.

Testimonial PFAC Member

"The PFAC committee has enabled patients, family members, caregivers, community members and associated Medical Professionals to collaborate ideas and adopt changes. Positive changes are made to enhance RVH clientele with safe and satisfying RVH experiences. RVH is a facility where you are "Important" and we strive to offer accessible, compassionate, Professional Care. Please consider joining our PFAC team. Your input is important."

Why are Patient & Family Advisors Important?

The Vision of the Renfrew Victoria Hospital is: "To be a leader in health services that are patient centred, integrated and responsive to community health needs." As experts in Patient and Family experiences, patients and their families are in the best position to provide recommendations on improving the planning, delivery and evaluation of care services within the framework of Patient and Family Centred Care.

Why Should you become a Patient and Family Advisor?

- When at RVH, did you think there were things we could have done better?
- Do you have ideas about how to make sure other patients and families get the best care possible?
- Patient and Family Advisors collaborate with management of all department to ensure that quality and safe services are offered. It is every ones goal that a positive experience at RVH is obtained through safe practices.