

## Is being a 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.
- Work with people who may be different than you.
- 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.

The PFAC is a diverse group with a common goal: patient- and family-centred care. It is a privilege to witness and be part of the important discussions that occur at PFAC and to see the suggestions for change come into effect.

### For more information:

Visit our website: [www.renfrewhosp.com](http://www.renfrewhosp.com)

*(Look for Patient & Family Advisory Council under the Patient Services tab)*

### Contact:

Chris Ferguson  
Chair of Patient & Family Advisory Council  
Vice-President of Patient Care Services, CNE  
Email: [fergusonc@renfrewhosp.com](mailto:fergusonc@renfrewhosp.com)  
Phone: 613-432-4851 ext. 225



**Renfrew Victoria Hospital**  
499 Raglan Street North  
Renfrew, Ontario  
K7V 1P6  
[www.renfrewhosp.com](http://www.renfrewhosp.com)



## Become a 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 help by talking about their healthcare experiences with clinicians, staff, and other patients.
- Participate in committee work. Advisors bring their perspective to the decisionmaking 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?

- You don't need any special qualifications. What's most important is your experience as a patient or family member and your willingness to share your story and ideas in a constructive way.
- All applications will be reviewed by a selection committee in advance of scheduling a short interview. We will provide you with any other training you need.
- Parking tokens will be provided.

## What is the time commitment?

By becoming a Patient & Family Advisor, you are agreeing to a minimum commitment of two years. Meetings are scheduled to last for two hours and are held quarterly, the dates and times decided by the consensus of the members.

## Why are Patient & Family Advisors important?

Our mission at RVH is “To provide the best possible healthcare experience for our patients and their families.” 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.

This committee has allowed the patients' voice to be the heart of decision-making. The changes that we have made... Patients and family members will see them to be meaningful changes.

## Why should you become a Patient & Family Advisor?

When you or your family member were in the hospital, 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?

At Renfrew Victoria Hospital, Patient & Family Advisors give us feedback and ideas to help us improve the quality and safety of care we provide.