

## **Patient and Family Advisor Partnership - CGMH Clinical Care Teams**

Enhancing the patient experience is a key Strategic Direction and priority at Collingwood General and Marine Hospital (CGMH). CGMH values patient and family perspectives to inform all aspects of the organization. Patient/Family advisors play an integral role in assisting to improve the quality and safety of patient care and represent the commitment of CGMH to a distributed leadership approach that supports the foundational construct of “Nothing about me without me”.

### **Goal of Patient and Family Advisor Membership on Clinical Care Teams**

To improve the quality of patient care and services and overall patient and family experience at CGMH through representation of a patient/family voice to ultimately advance Patient/Family Centered Care and engagement.

### **Qualities and Skills for a Clinical Care Team Patient/Family Advisor**

This is a volunteer role that is advisory in nature; an advisor seeks to inform a process.

An individual who:

- Has had an experience as a patient/family member at CGMH in the past two years.
- Shares insights and information regarding their experiences in ways others can learn by speaking the truth in an honest and constructive manner for the purpose to improve delivery of care and the overall patient/family experience.
- Sees beyond personal experiences.
- Shows concern for more than one issue or agenda.
- Listens well.
- Respects the perspectives of others.
- Speaks comfortably in a group setting.
- Interacts well with different and diverse people.
- Works in partnership with others.

### **Recruitment**

- Obtain from staff and/or physicians recommendations for candidates (patient/family member) who have the above qualities and skills.
- Post and advertise within inpatient units or outpatient clinics.
- Clinical Care Team Physician and Manager Co-leads meet with candidates to discuss interest in the role and background to assess if a match/fit for the role and specific Clinical Care Team.

**Orientation:**

To be provided by the Nurse Manager (i.e. role, meeting frequency, Care Team TOR) and Human Resources (i.e. confidentiality agreement, parking card, hospital code of conduct/values).

**Membership Term:**

Three years.

**References**

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Health Quality Ontario. *Patient Engagement Framework*. Retrieved January 17, 2017 from: <http://www.hqontario.ca/Engaging-Patients/Patient-Engagement-Framework>.

Institute of Medicine (IOM). 2001. *Crossing the Quality Chasm: A New Health System for the 21<sup>st</sup> Century*. Washington, DC: National Academy of Sciences.

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