



"I was born here, my kids were born here, and my grandkids were born here. This is my hospital and I care about making a difference here."

Pat, Advisor

## For more information

Visit our website:  
[www.lakeridgehealth.on.ca](http://www.lakeridgehealth.on.ca)

(look for "Patient and Family Advisors" under the "How You Can Help" tab)

Contact the Coordinator,  
Patient and Family Advisors

Email: [advisors@lakeridgehealth.on.ca](mailto:advisors@lakeridgehealth.on.ca)  
Phone: 905-576-8711 x2496



Become a  
Lakeridge Health  
Patient and Family Advisor



Help Us Deliver Excellence  
Every Moment, Every Day



## What are Patient and Family Advisors?

The role of a Patient and Family Advisor is to ensure the voices of patients and families are heard, considered and included. Advisors work in partnership with staff and physicians to create a truly patient and family centred care experience through input into policies, programs and practices that affect patient care and services.

Your expertise as a patient or family member provides a voice that represents all patients and families of patients who receive care at Lakeridge Health.

You will be able to participate in ways that best match your interests, experience and availability.



“My grandfather’s experience with cancer has inspired me to become an advisor to help improve care for others.”

Rick, Family Advisor



## Who can be a Patient and Family Advisor?

An Advisor is a patient, or a family member of a patient, who has had recent experience, generally within 2 years, with care provided at any Lakeridge Health location.

Qualities of a Patient and Family Advisor include:

- A passion for improving the health care experience for all Lakeridge Health patients and families
- Ability to share insights and information about your experiences to help improve programs, services and priorities
- Good listener
- Respectful of others and their perspectives
- Comfortable speaking in a group and interacting with others
- Ability to see beyond your own personal experiences

## What Do Patient and Family Advisors Do?

- Story Sharing - Advisors help by talking about their health care experiences with physicians, staff, and other patients.
- Committee Work - Advisors participate in committee meetings with leadership and staff.
- Patient Education Materials - Advisors review or help create materials that patients and family members can understand and use.
- Short-Term Projects – Advisors partner with staff on short term projects or focus groups to help improve services.
- Serve on a Patient and Family Advisory Council – Advisors meet with other patients, family members and staff to discuss and plan changes to improve hospital quality and safety.
- Serve as an On-line Advisor – Advisors respond on-line to questions about patient care and how care can be improved.
- New Staff Recruitment – Advisors partner in the process to recruit and hire staff.
- New Employee Orientation – Advisors assist in presenting to new employees on the concept of patient and family centred care.