



Patient and Family Experience Advisor Handbook

Lakeridge Health Patient and Family Experience Advisor Handbook

Thank you for your interest in partnering with Lakeridge Health as a Patient and Family Experience Advisor. Your patient experience will contribute to how care is delivered at Lakeridge Health. This guide provides an overview of the role of an Advisor to assist you in your decision to apply to become an Advisor.

Lakeridge Health Vision

Lakeridge Health believes that “every interaction with patients and their families is an opportunity to enhance the quality of their experience...” Your partnering with us as a Patient and Family Experience Advisor will allow us to realize this vision.

Lakeridge Health’s Patient Declaration of Values

Lakeridge Health is committed to providing our patients and their families with a safe, high-quality care experience at our hospitals and to continuously improve in order to do so. Lakeridge Health, in consultation with the public, has developed a statement outlining what patients and their families’ value. This statement, known as the Patient Declaration of Values, will ensure our patients’ needs are well considered throughout their care journey. These values are: quality care, communication, patient voice, courtesy, respect, and privacy.

The Patient Declaration of Values closely aligns with the “4 Core Principles of Patient- and Family-Centred Care” as outlined by the Institute for Patient- and Family-Centred Care.

Principles of Patient and Family Centred Care

1. **Respect and dignity.** Health care practitioners listen to and honor patient and family perspectives and choices. Patient and family knowledge, values, beliefs and cultural backgrounds are incorporated into the planning and delivery of care.
2. **Information Sharing.** Health care practitioners communicate and share complete and unbiased information with patients and families in ways that are affirming and useful. Patients and families receive timely, complete, and accurate information in order to effectively participate in care and decision-making.
3. **Participation.** Patients and families are encouraged and supported in participating in care and decision-making at the level they choose.
4. **Collaboration.** Patients and families are also included on an institution-wide basis. Health care leaders collaborate with patients and families in policy and program development, implementation, and evaluation; in health care facility design; and in professional education, as well as in the delivery of care.

What is an Advisor?

An Advisor is a patient or a family member* who has had recent experience, generally within 2 years, with care provided at any Lakeridge Health location. As an Advisor, you bring expertise about what it is like to be a patient or family member at Lakeridge Health. Advisors partner with staff and physicians to provide direct input into policies, programs and practices which affect patient care and services.

* family is determined by the patient and not limited to blood ties

Is there a difference between an advisor and an advocate?

Yes. An advocate is a person who pleads the cause of another. An Advisor is a person who brings their experience as a patient or family member to the decision-making table. An Advisor looks at the big picture through the lens of their own experience.

Roles and Responsibilities of an Advisor

- Advisors will receive their direction and guidance from the Patient Experience Department through the Coordinator.
- Advisors partner with staff to ensure care is provided in a fully accessible environment that promotes healing, ensures dignity and instills trust.
- Advisors keep the patient and family as the focal point of the care we provide.
- Advisors build partnerships with health care professionals based on mutual respect and open communication.
- Advisors participate in quality improvement initiatives, process improvement projects, program development and facility design.
- Advisors are responsible for attending meetings and familiarizing themselves with materials sent out prior to each meeting.
- Advisors will not discuss confidential information outside Council/Committee meetings.
- Advisors must adhere to all Lakeridge Health policies, procedures and guidelines including Code of Conduct, Confidentiality and Infection Prevention and Control.

Opportunities for an Advisor

Patient and Family Experience Advisors participate in ways that best match their interests, experience and availability. Opportunities for Advisors at Lakeridge Health can include:

- 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.

Characteristics of a successful Advisor

- Respectful of others and their perspectives;
- Comfortable speaking in a group and interacting with others;
- Good listener;
- Able to use their personal experience constructively;
- Able to see beyond their own experience;
- Able to see the big picture;
- Non-judgmental;
- Positive attitude;
- Ability to work collaboratively with other Advisors and healthcare providers;
- Desire to expand their knowledge and skills;
- Desire to participate in bringing about meaningful change;
- Able to maintain confidentiality of patient and organizational information.

What you can expect as an Advisor

- Orientation on your role as a Lakeridge Health Patient and Family Experience Advisor;
- Specific orientation to the Council/Committee/Group that you may join as an Advisor;
- That the Coordinator, Patient and Family Experience Advisors will align your skills, interests and availability with opportunities;
- A rewarding experience with the knowledge you are making a positive difference in how care is experienced at Lakeridge Health;
- Have abbreviations, acronyms and terms clearly defined/explained.

Time Commitment

You decide how much time you volunteer as a Patient and Family Experience Advisor. It may be a one-time activity, such as sharing your hospital experience with physicians and staff. It may involve participation in a committee, working group, or team.

To accommodate Patient and Family Experience Advisors residing in another city or community, teleconference or videoconference is available.

Application process for the role of an Advisor

- The Application form and copies of this handbook can either be accessed online at www.lakeridgehealth.on.ca (look for the “How You Can Help” tab and then the “Patient and Family Experience Advisors” tab) **OR** you can contact the Coordinator, Patient and Family Experience Advisors at the number below and information will be mailed out to you;
- Once a completed application is received, the Coordinator will initiate a pre-screening phone call or email to gather more information about their interest in becoming an Advisor;
- An interview is held with you, the Coordinator and a seasoned Advisor;
- You will then receive a decision by telephone;
- Your references will be contacted;
- You will receive a Welcome Package in the mail with forms to be completed and more information on becoming a volunteer/Advisor with Lakeridge Health;
- You must attend a Volunteer/Patient and Family Experience Advisor Orientation (these sessions are 2 hours long);
- You will need to sign a Lakeridge Health Confidentiality Agreement;
- A Security ID badge will be provided to you;

Who to contact if you have a question or concern

- The Coordinator, Patient and Family Experience Advisors is here to support you and may be reached at 905-576-8711 ext. 2496
- If you have any concerns which you feel uncomfortable raising with the Coordinator, you may contact the Director of Patient Experience at 905-576-8711 ext. 3738

Parking at Lakeridge Health

The cost of parking at Lakeridge Health is covered for Lakeridge Health Patient and Family Experience Advisors for advisory business. You will be provided with a parking transponder (\$25 refundable deposit) through Volunteer Services.

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