



**Lakeridge
Health**

Patient and Family Experience Advisor Role Description

Position Summary

Lakeridge Health Patient and Family Experience Advisors are champions of patient and family centred care.

Advisors bring expertise about what it is like to be a patient or family member at Lakeridge Health. Advisors ensure that 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 which affect patient care and services.

Key Contacts/Reporting Relationship

Advisors will receive their direction and guidance from the Patient Experience Department through the Coordinator, Patient and Family Experience Advisors.

Time Commitment

This will vary based upon availability and area(s) of interest. No formal term of appointment will normally be prescribed. Advisors are asked to agree to a commitment of at least 1 year.

Required Characteristics of a Successful Advisor

- A patient or family member of a patient who has had recent experience, within the last 2 years, with care provided at any Lakeridge Health location;
- 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.

Required Effort

Very light/minimal: physical effort normally found in clerical work – largely sedentary, occasional walking or standing

Responsibilities

- 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.
- Report any incidents or concerns to staff.
- Commitment to maintain a good attendance record.
- Adhere to all Lakeridge Health policies, procedures and guidelines, including Code of Conduct, Confidentiality and Infection Prevention and Control.

Training Provided/Required for the role

- General hospital orientation
- Advisor orientation, education, support and recognition will be provided primarily through the Coordinator, Patient and Family Experience Advisors, in the Patient Experience Department. All Advisors are required to participate in orientation in advance of beginning their role, and to participate in ongoing education as necessary.

Benefits of fulfilling this role

- Participation in Volunteer Resources and organizational recognition and development activities
- The opportunity to positively impact the patient/visitor experience