

# Become a Patient Experience Advisor

PARTNERS PROMOTING EXCELLENCE  
IN HEALTHCARE NOW



## What is a patient experience advisor?

Patient experience advisors work in partnership with representatives of Horizon Health Network to create a patient and family centred care environment.

## Why should I become a patient experience advisor?

When you or your family were in hospital, were there things we could have done better to enhance care?

Do you have ideas about how to ensure that others could receive the best care possible?

We would like to have your ideas to help us improve the quality and safety of the care we provide.

## How could I make a difference?

Patient experience advisors will support Horizon Health Network in many ways, such as:

- **Sharing your story** – By talking about your experience or the experience of your family member, you will provide valuable information to clinicians and other staff members. This information will help us improve the quality of care and safety of our patients.
- **Participate in our Committees** – Advisors bring a unique perspective supporting our commitment to improved patient care.

- **Work on short term projects** – Advisors may be asked to help us make improvements with patient flow in our clinics or advise us on construction/renovation projects.
- **Review education or information materials** – Advisors review materials like patient forms, health information brochures, discharge information and other materials we give to our patients. Advisors help us make these materials meaningful for all patients to understand.
- **Participate on our Patient Family Centred Care Advisory Council** – Our Advisory Council includes patient advisors, hospital staff, physicians and other interested community members. The advisory council discusses and supports our plans to make changes to improve quality of care and safety within all programs and services of Horizon Health Network.

## What is the time commitment?

Patient experience advisors attending meetings will be asked to volunteer four to six hours a month.

Members of the Patient Family Centred Care Advisory Council will be asked to commit to two to four hours a month with some reading at home.

## The result?

**Respect and dignity** – Putting the patient and his/her family first in everything we do.

As a patient experience advisor you will support us in evolving our culture of excellence in integrated Patient and Family Centered Care.

## Is being a patient experience advisor the right fit for you?

Being a patient experience advisor may be the right fit for you if you can:

- Partner with staff to help improve the hospital experience for others.
- Share insights and information to help evolve programs, services and Horizon priorities.
- Talk about your experience as a patient or family member, but also think beyond your own personal experience.
- Work with a diverse group of people.

- Respect other people's opinions and perspective.
- Be positive when entering into discussions.
- Be a good listener.
- Promote the mission of Horizon Health Network through positive interactions with staff, physicians, volunteers and the greater community.
- Keep all information you may hear or observe as an advisor private and confidential.

## Who can be a patient experience advisor?

You do not require any special qualifications to be an advisor. You just need to have a genuine interest in helping us make the patient experience the best it can be.

The most important qualification you can have is your experience as a patient or family member. We will provide you with the training and support you will need.

## How do I become a patient experience advisor?

To get more information about becoming a patient advisor for Horizon Health Network or to apply, please contact:

Volunteer Resources  
Saint John Regional Hospital,  
PO Box 2100, Saint John, NB, E2L 4L2  
506-648-6523  
PFCC-SAPF@HorizonNB.ca

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**Sources:** Institute for Patient and Family Centred Care; Kingston General Hospital; Saskatchewan Ministry of Health; North York General Hospital