

Application Form and References

- If interested, please contact the Patient and Family Centred Care Lead at (807) 684-6020
- Complete the application form
- Submit two completed reference forms

Orientation and Education Sessions:

- TBRHSC Mission, Vision and Values
- Role of Patient and Family Advisors
- Patient and Family Advisory Team
- Overview of Patient and Family Centred Care
- Confidentiality
- Orientation with Volunteer Services

Parking

Parking passes are given free of charge when acting in a Patient or Family Advisor role.

*First Wed of month @ 5:00pm
2nd Floor Board room by Pres.*

*If you are interested
in joining our Team,
please contact:*

Thunder Bay Regional
Health Sciences Centre
Patient & Family Centred Care Lead
Telephone: (807) 684-6020

*Coming together ...
Working together ...
Caring together.*



980 Oliver Road
Thunder Bay, Ontario
Canada P7B 6V4
www.tbrhsc.net

PFCC – Becoming a Patient
or Family Advisor, June 2009



*CARING
together*

**Becoming a Patient
or Family Advisor**

PATIENT & FAMILY CENTRED CARE



Patient or Family Advisor Role

Patient and Family Advisors are important healthcare partners. Each partnership results in more efficient planning, and helps meet the needs and priorities of our patients and families, community and region. Patient and Family Advisors have direct input and influence on the policies, programs and practices that affect the care and services that people receive at Thunder Bay Regional Health Sciences Centre.



We are looking for:

Patients or families of patients that have experienced care within the past two years who are ...

- Committed, reliable and trustworthy and believe that their investment will help make a difference for other patients and families.
- Willing to share insights and information about care experiences in ways others can learn from.
- Able to see beyond their own personal experiences and show concern for more than one issue or agenda.
- Good listeners and respect the perspectives of others.
- Comfortable speaking in a group and interact well with others.
- Able to work in partnerships with others.
- Positive and supportive of a Model of Care that is Patient and Family Centred.
- Able to maintain confidentiality of patient and organizational information.

How to Become an Effective Patient or Family Advisor

- Believe that your health experiences or your family members' will help make a difference for others.
- Develop good communication and listening skills.
- Be open-minded and have a positive approach.
- Want to find solutions and help provide change that will enhance your role.
- Support Thunder Bay Regional Health Sciences Centre to provide excellence in patient care.

Time Commitment

It may be a one-time activity, such as sharing your hospital experience to healthcare providers. It may involve participation in a committee, working group or team.

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