

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

Being a patient experience advisor may be a good match with your skills and experiences if you can:

- ◆ Partner with staff to help improve care for others.
- ◆ Talk about your experiences as a patient or family member – but also think beyond your own personal experiences.
- ◆ Talk about both positive and negative care experiences, and share your thoughts on what went well and how things could have been done differently.
- ◆ Listen to and think about what other say, even when you disagree.
- ◆ Bring a positive attitude to the discussion.
- ◆ Keep any information you may hear as an advisor, private and confidential.

**Nothing about me,  
without me...**

## Central Health Values

**Compassion**  
**Accountability**  
**Respect**  
**Stewardship**  
**Quality**



*Our core values are central to what we do at Central Health and how we do it.*



**Become a  
Patient Experience Advisor  
with Central Health**



**For more information  
visit our website:**

[www.centralhealth.nl.ca](http://www.centralhealth.nl.ca)

**Twitter:** @CentralhealthNL

**Contact Suzanne House,  
Patient Experience Leader**

Email: [suzanne.house@centralhealth.nl.ca](mailto:suzanne.house@centralhealth.nl.ca)

Phone: 709-571-1846

CH PFCC 001



## What is a person- and family-centred care?

Person- and Family-Centred Care (PFCC) is about putting patients and families at the center of everything we do. It is an approach to the planning, delivery, and evaluation of health care that is grounded in mutually beneficial partnerships among patients, families and health care providers.

The key principles of PFCC are:



Central Health is working toward a more person- and family-centred philosophy of care. Finding ways to hear patient and family voices is key to PFCC.

Through partnership with patients and families we can improve healthcare in our region. One way to develop that important partnership is by including **patient experience advisors** as team members throughout Central Health.

## What is a patient experience advisor?

A patient experience advisor is someone who:

- ◆ Wants to help improve the quality of our care.
- ◆ Gives advice based on his or her own experience as a patient, resident, client or family member.
- ◆ Partners with staff on how to improve the patient experience.
- ◆ Works with staff for either short- or long-term commitments, depending on the project.
- ◆ Volunteers his or her time.

Patient experience advisors provide a way to include the patient voice in the planning and delivery of healthcare within our region.

They partner with staff and physicians to help improve safety and quality of care for all who use healthcare services within the Central region.

## Who can be a patient experience advisor?

You can be an advisor if you or your family has received care from Central Health within the last five years.

You do not need any special qualifications to be an advisor.

The most important piece is your experience as a patient or family member. We will provide you with any other training you need.

## What do patient experience advisors do?

If you are an advisor within Central Health, here are some ways you can help us:

- ◆ **Share your story.** Advisors help by talking about their health care experiences.
- ◆ **Participate in committee work.** Advisors partner with other team members and bring the patient voice to the decision making table.
- ◆ **Review or help create educational or informational materials.** Advisors help review or create materials like websites, forms, health information handouts and discharge instructions. Advisors help us make these materials meaningful for patients and family members to understand and use.
- ◆ **Work on short term projects.** We sometimes ask advisors to partner with us in making improvements (for example, planning renovations).
- ◆ **Participate on Resident and Family Councils.** An advisory council discusses and plans changes to improve safety and quality.

