

At Central Health we strive to constantly improve the care our patients receive. Our priority is Person- and Family-Centered Care (PFCC) consisting of healthcare that is respectful, compassionate and focuses on the patient and family needs, values and beliefs.

We are currently recruiting ***Patient Experience Advisors*** for the

Baby Friendly Initiative Team

(part of National Baby Friendly Initiative Quality Improvement Project)

The Baby-Friendly Hospital Initiative (BFHI) was launched by the World Health Organization (WHO) and UNICEF in 1991 and is an evidence based international initiative to protect, promote and support breastfeeding. Breastfeeding is an important, globally recognized indicator of maternal child health. While most Canadian families initiate breastfeeding (90%), many stop within the first weeks or month, and only a third meet the global target of breastfeeding exclusively to six months.

The Breastfeeding Committee for Canada is leading a Quality Improvement Collaborative that will scale up the implementation of the Baby-Friendly Initiative in Canada. Twenty-five participating hospitals across Canada will be assisted on their journey to become a Baby-Friendly designated hospital. Central Health is pleased to be one of those organizations.

The Baby Friendly Initiative Team has been developed to guide the implementation of the Baby Friendly Initiative (BFI) within Central Health. The team is seeking an individual with lived experience as an integral team member. The Patient Experience Advisor would have had experience with infant feeding / breastfeeding and an interest in the Baby Friendly Initiative process.

We know from experience that delivering the best service starts with listening directly to the voices of patients and families. Central Health seeks to engage with, listen to and learn from our patient and families' experiences.

Are you,

- Interesting in partnering with Central Health to improve healthcare in our region?
- Have experience with healthcare with Central Health as a patient or family member in the last 5 years?
- Compassionate and a good listener?
- Interested in learning more about this new and exciting volunteer opportunity?

Please complete application below or contact:

Suzanne House

Patient Experience Leader

Phone: (709)256-5977

Email: pfcc@centralhealth.nl.ca

Patient Experience Advisor Application

VOLUNTEER CONTACT INFORMATION				
Last Name	First Name	Middle Initial	Date of Birth (dd/mm/yyyy)	
Street Address		City/Town	Province	Postal Code
Home	Cell	Work (optional)	Email Address	
EMERGENCY CONTACT INFORMATION				
Name	Relationship to Volunteer	Home Phone	Cell Phone	

In the past five (5) years have you or a family member used services of Central Health?

Yes No

What would be the best available times for you to participate in committee activities?

Daytime Evening

Are you interested in participating as an E-Advisor? (Internet access and email address required)

Yes No

Why would you like to volunteer as a Patient Experience Advisor?

As a Patient Experience Advisor, do you have a specific service or program area you are interested in?

CONFIRMATION	
Please acknowledge that you have read and understand the below affirmations:	
<input type="checkbox"/> I understand that by submitting this application and/or being interviewed does not guarantee a position as an advisor	
<input type="checkbox"/> I understand that Central Health requires that I undergo a Criminal Record Check (Additional details to be provided during the interview).	
<input type="checkbox"/> I understand that prior to beginning as an advisor I must sign a confidentiality oath.	
Signature:	Date: (dd/mm/yyyy)

Please send completed form to: Suzanne House, Patient Experience Leader
James Paton Memorial Regional Health Centre
125 Trans Canada Highway
Gander, NL A1V 1P7

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