



Patient & Family Advisor Role Description

Title Patient & Family Advisor
Department Quality & Patient Relations

Reports

Patient & Family Advisors work closely with Quality & Patient Relations, the Patient & Family Advisory Council, and committees/groups in which they participate.

Position Summary

Work in partnership with the hospital to create a Patient- and Family-Centered Care environment and experience. Patient- and Family-Centered Care 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 (Institute for Patient-and Family-Centered Care, 2010).

This is an advisory role that will influence hospital decisions; provide an objective and balanced approach to patient and family perspectives across a wide range of hospital initiatives, programs, services and policies.

Responsibilities

May be part of one or more of the following:

- Patient & Family Advisory Council
- Program committees, working groups, projects of a particular interest or relevant experience

Qualities

- A passion for enhancing the health care experience of patients, families and caregivers
- Ability to share insights and information about experiences to help evolve hospital programs, services and priorities
- Excellent listening skills
- Respects others' opinions and perspectives
- Able to share thoughts and opinions in a group setting
- Open to see beyond personal experience
- Able to promote the image and mission of Halton Healthcare through positive interaction with staff, physicians, volunteers and the community
- Comfortable communicating in English

Qualifications

- A patient, or family member or caregiver of a patient, who has received care at Halton Healthcare within the past two years
- Interested in gaining an understanding of Patient-and-Family-Centered Care
- Knowledge of Halton Healthcare's mission, vision and values
- Commit to a minimum of four hours per month