



# NEWS RELEASE

from Halton Healthcare Services

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**For Immediate Release**

## **Halton Healthcare seeks volunteer Patient and Family Advisors to provide healthcare consumer perspectives**

**(Halton Hills/Milton/Oakville, ON) April 21, 2015** – Halton Healthcare is expanding its partnership with patients and their families to further improve the culture of care at its hospitals. A new volunteer role, **Patient and Family Advisor**, is being introduced to ensure that patients, families and staff are actively involved and represented in the process of improving the patient experience.

“Listening to our patients and families and engaging them is the key to our success. Our Patient and Family Advisors will re-examine our existing systems and rethink our care delivery processes,” said Denise Hardenne, President & CEO, Halton Healthcare. “Reaching out in this way will help shape our decisions at both the corporate and project committee levels so we can continue to create a nurturing culture with positive patient- and family-centred experiences.”

Patient and Family Advisors will be engaged in the decision making process by participating in working committees and project teams throughout the organization, providing their perspective and advice on projects at all stages - from development and implementation through to evaluation.

“Patients and their families are the consumers of our programs and services. As such, they offer valuable insight and feedback about their hospital experience and the care they received,” said Joan Jickling, Director of Quality and Patient Relations, Halton Healthcare. “Patients and family members can provide concrete suggestions for our ongoing improvement initiatives. Their voices are critical. We need them at the table at all levels of our organization whether we are developing a policy, vetting a new procedure or brainstorming a new service.”

To qualify for these volunteer roles, you must be a patient and/or a family member or caregiver of a patient who has received care at any Halton Healthcare hospital within the last two years.

Patient and Family Advisors are needed for Halton Healthcare’s three hospitals: Georgetown Hospital, Milton District Hospital and Oakville Trafalgar Memorial Hospital, and will participate in ways that best match their interest, experience and availability.

If you want to help shape the vision of how we can improve the delivery of care at Halton Healthcare, apply online at [haltonhealthcare.com/patientandfamilyadvisors](http://haltonhealthcare.com/patientandfamilyadvisors)

For more information about being a Patient and Family Advisor, please contact Patient Relations at 905-845-2571 ext. 6578 or email [patientandfamilyadvisors@haltonhealthcare.com](mailto:patientandfamilyadvisors@haltonhealthcare.com).

**About Halton Healthcare**

Halton Healthcare is a progressive, multi-site healthcare organization comprised of three community hospitals - Georgetown Hospital, Milton District Hospital and Oakville-Trafalgar Memorial Hospital. Together these hospitals provide healthcare services to more than 325,000 residents in the communities of Halton Hills, Milton, and Oakville. With an outstanding reputation as a workplace of choice and a good community partner, Halton Healthcare hospitals have been recognized for their best practices in a number of patient safety and patient care initiatives. For more information, visit [www.haltonhealthcare.com](http://www.haltonhealthcare.com). Follow us on Twitter [@HaltonHlthcare](https://twitter.com/HaltonHlthcare).

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