

# Patient and Family Advisor

## Role Description

**Purpose:** To advise Runnymede Healthcare Centre, its leadership team, care providers, other staff and physicians on policies, practices, planning and delivery of patient- and family-centred care. Specific areas of engagement may include:

- Advising on policies, procedures, and guidelines
- Assisting in planning and design of care services
- Advising on initiatives to improve quality, patient safety and patient experience
- Advising on other organizational priorities as they arise

The role of patient and family advisor is to represent patients to advance patient- and family-centred care and patient engagement throughout the organization.

### **Duties & Responsibilities:**

- Share personal experience from a patient and family's perspective within the healthcare system
- Provide input that will help create, implement and evaluate policies, programs, procedures and services
- Assist as available for meetings, presentations, review of patient materials, staff interviews and orientation
- Serve as a patient- and family-centred care resource for patients and families
- Respect and protect confidentiality of patients, family members and employees at all times
- Uphold Runnymede Healthcare Centre's mission, vision and values
- Attend council/committee meetings as committed and notify the contact person if unable to attend
- Review meeting agenda and other material prior to and in preparation for the meetings

### **Expectations and Conduct:**

- Complete hospital orientation for patient and family advisors
- Ability to work collaboratively with other families and healthcare providers
- Comfortable speaking in a group and interacting with others

- Ability to share insights and information about their experience in ways that others can learn from
- Ability to see the big picture, build valuable ideas based on personal experience and bring meaningful change
- Open minded
- Desire to expand their knowledge and skills
- Complete volunteer medical examination

**Time Commitment**

- Minimum one hour per month to attend the council meetings.
- No more than four hours per month while working on other initiatives.