

Is being a Patient Family Advisor right for you?

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

- Partner with staff to help improve hospital 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.
- Work with people who may be different from you.
- Listen to and think about what others say, even when you disagree.
- Bring a positive attitude to discussions.
- Keep any information you may hear as an advisor private and confidential.

For More Information:

Visit our Website:

www.sfmhosp.com

(Look for “Patient and Family Advisory Council” under the “About Us” tab)

Contact:

Mary-Ellen Harris

Chair of Patient Family Advisory Council
Director of Patient Care Services, CNE

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Testimonial PFAC Member

“I give feedback from the perspective of a patient or patient's family as to how a new item or plan might affect me or my friends and family when they come to the hospital”



Contact Us:

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Become A Patient Family Advisor

We Are Dedicated To Patient Centred Care

Testimonial PFAC Member

“As a PFAC Advisor, through meetings, education etc., I can understand fully how our small hospital operates and become a knowledgeable ambassador for SFMH within our rural community”



What do Patient & Family Advisors Do?

If you are an advisor for our hospital, you can help us in the following ways:

- Share your story. Advisors help by talking about their health care experiences with clinicians, staff, and other patients.
- Participate in committee work. Advisors bring their perspective 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 all 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, helping to plan and redesign a patient bathtub room
- Serve on a patient and family advisory committee. Members include patients, family members of patients, hospital staff and physicians.

What Qualifications are Required?

- If you or a family member have received care at St. Francis Memorial Hospital in the past five years, you are eligible to be a Patient Family Advisor, if you are 18 or over.
- You don't need any special qualifications. What's most important is your experience as a patient or family member and your willingness to share your story and ideas in a constructive way.
- All applications will be reviewed by a selection committee in advance of scheduling a short interview with a qualified candidate. Successful applicants must pass a police check. We will provide you with any other training you need.
- Parking tokens will be provided.

What is the Time Commitment?

Patient Family Advisors must commit to serving on the council for a minimum of one year. The time commitment varies depending on the project, but typically advisors volunteer 2–3 hours per month.

Why are Patient & Family Advisors Important?

Their voice will help SFMH identify and address patient and family needs in all aspects of care, improve access, ensure clear, respectful communication, simplify processes and make it easier to navigate the healthcare system.

[Testimonial PFAC Member](#)

"I see first-hand how dedicated and focused the administration and the managers of the hospital departments are as they continually look for better ways to do things – better for the hospital, better for the staff and ultimately better for the patients."

Why Should you become a Patient and Family Advisor?

When you or your family member were in the hospital, did you think there were things we could have done better?

Do you have ideas about how to make sure other patients and families get the best care possible?

At St. Francis Memorial Hospital, Patient and Family Advisors give us feedback and ideas to help us improve the quality and safety of care we provide.