



Partnering with Patient & Family Advisors

Partnering with Patients and Families

Our vision at Chatham-Kent Health Alliance (CKHA) is “An Exceptional Community Hospital – Setting Standards – Exceeding Expectations”. One direction to support this vision is to integrate care across the continuum to better serve our patients and community – through growing our work around seamless Patient and Family Centred Care. . Together, with patients and families, we are committed to advancing a philosophy of patient and family centred care. We invite you to partner with us as a patient & family advisor.

What is patient and family centred care?

Patient and family centred care is an approach to the planning, delivery, and evaluation of healthcare that is grounded in mutually beneficial partnerships among healthcare providers, patients and families. Patient and family centred care applies to patients of all ages and it may be practiced in any healthcare setting. (Institute for Patient and Family Centered Care)

What is a Patient & Family Advisor?

A patient & family advisor is a person who has experienced using CKHA services as a patient or family member of a patient. We are looking for interested volunteers to become patient and family advisors.

Patient & family advisors are important partners in healthcare, bringing the perspective from the patient or family. This helps us to be sure we are responsive to the needs of the patients and families who use the services of CKHA.

How do I apply to become a patient advisor?

Fill out an application form and tell us why you would like to be a patient & family advisor. Once your application is received, a member of the Patient & Family Centred Care Steering Committee will contact you to set up an interview. Successful applicants must pass a health review and a police check. Orientation for volunteers is a requirement. Applications are available from the volunteer department, or, by going to the CKHA hospital website, Patient and Family or Volunteer section.

Why should I consider becoming an advisor?

As someone who has experienced using the services of CKHA, you bring a valuable perspective to the people working here. You bring expertise about what it is like to be a patient or family member at CKHA. Your involvement can help us be sure the services are designed to be responsive to your needs.

Is being an advisor a good match for why I want to volunteer?

It is important to determine if being a Patient & Family Advisor is a good match for you.

- Are you willing to voice your opinion in a positive, constructive way?
- Are you able to provide feedback to support efforts regarding education and patient care?
- Are you able to share insights from your experiences so others can learn?
- Are you able to fulfill the time commitment?
- Do you have a passion for improving the health care experience for all?

Patient & family advisors needed!

There are many opportunities to volunteer as patient & family advisors. We are interested in advisors to help with updating the website, reviewing patient education, educating staff at orientation, planning for the hospital experience, participating in committee work...just to name a few.

We welcome you to apply

Application form is
available at www.ckha.on.ca under *Patient & Family* or *Join our team* sections of the
website

or

Contact Volunteer Services

Chene Faulkner, C.A.V.R.
Chatham-Kent Health Alliance
Volunteer Resources Specialist
519-352-6401 ext 6485/8914

