Humber River Health

Become a Patient and Family Advisor

Working together with our community to deliver innovative, safe, and equitable healthcare

Humber River Health is committed to working together with our community to deliver innovative, safe, and equitable healthcare. **We are looking to recruit Patient and Family Advisors to join our team as partners in improving care.**

What is a Patient and Family Advisor?

A Patient and Family Advisor provides a voice that represents all patients, family members, and caregivers who receive care at Humber River Health (HRH).

A Patient and Family Advisor is someone who:

- Wants to help improve the quality of care for all patients, family members, and caregivers at HRH.

- Gives feedback based on their own experiences as a patient, family member, or caregiver.

- Helps plan changes to improve the delivery of patient care.

- Works with the organization for short- or long-term commitments, depending on the project.

- Volunteers their time (usually 1 hour per month).

What do Patient and Family Advisors do?

☑ **Share their feedback and ideas.**
Advisors partner with healthcare workers to share their ideas on how to improve the quality and safety of care.

☑ **Participate in discussion groups.**
Advisors share their experiences as patients, family members, and caregivers at HRH and discuss how the patient, family, and caregiver experience can be improved.

☑ **Provide input.**
Advisors provide input on ways to improve policies and hiring practices.

☑ **Work on short-term projects.**
Advisors provide feedback on the usability of technology, supports, and services.

☑ **Review or help create educational or informational materials.**
Advisors support in creating materials for patients, family members, and caregivers to understand and use, such as forms, patient education handouts, and discharge instructions.

Would the Patient and Family Advisor role be a good fit for me?

We are looking for patients, or family members and caregivers of patients, that previously received or are currently receiving healthcare services at Humber River Health, and who possess the following qualities and skills:

- You have ideas on how to make patients, family members, and caregivers get the best care possible.

- You show the qualities that Humber values - compassion, professionalism, and respect.

- You are willing to speak up and share suggestions and potential solutions to help improve care for others.

- You are willing to talk about your experiences as a patient, family member, or caregiver.

- You can work with individuals with diverse experiences and backgrounds.

- You are willing to listen to and think about what others say, even if you disagree.

- You are able to bring a positive attitude to discussions.

- You are able to keep any information you may hear as an advisor private and confidential.

How do I become a Patient and Family Advisor?

To apply, please fill out the online application form on our website at:

www.hrh.ca/patients-visitors/patient-family-advisors

If you need help filling out the online application form, please contact:

Amanpreet Ghuman
Director, Quality & Patient Safety

Tel: (416) 242-1000 ext. 82252
Email: aghuman@hrh.ca

We thank all applicants for their interest in partnering with Humber River Health. We value your experience as a patient, family member, and caregiver.

We will contact applicants to schedule interviews. All successful applicants will be provided training on the role of an advisor.

For more information about Patient and Family Advisors at Humber River Health, scan the QR code to the right or visit:

www.hrh.ca/patients-visitors/
patient-family-advisors

Scan me!

The information provided in this handout is for educational purposes. It does not replace the advice or specific instructions from your doctor, nurse, or other healthcare provider. Do not use this information to diagnose or treat. If you have questions about your own care, please speak with your healthcare provider.

English: This information is important! If you have trouble reading this, ask someone to help you.

Italian: Queste informazoni sono importanti! Se ha difficoltà a leggere questo, chieda aiuto a qualcuno.

Spanish: ¡Esta información es importante! Si tiene dificultad en leer esto, pida que alguien le ayude.