

# Patient & Family Advisory Council

Espanola Regional Hospital & Health Centre (ERHHC) is committed to partnering with patients, families, and caregivers to ensure that the care we are providing meets the needs of our community.

To accomplish this, ERHHC provides numerous opportunities for authentic engagement and co-design to members of the community who volunteer as a Patient and Family Advisor.

Patient and Family Advisors contribute to and work in collaboration with the ERHHC team to share their unique experiences, tell their stories and use their informed perspectives to help shape decisions and influence change, ultimately improving the overall patient and family experience.

## What are Patient and Family Advisors?

A patient and family advisor is someone who:

- Has had a recent experience (generally within 2 years) of being a patient or the family member of a patient at Espanola Regional Hospital.
- Has the desire to represent the voice of future patients and family members to have improved experiences obtaining health services.
- Brings forward ideas on how to improve health care from “quick wins” to partnering on major hospital projects.
- Contributes ideas and suggestions that will enhance patient and public involvement in health service planning and decision-making so that the patient community has a voice in the delivery of health care services.
- Participates as a regular and active member of the committee and/or working group to which they have been invited.
- Provides input into patient care and organizational processes, and advocate for patient and family needs from a broad perspective.
- Shows commitment to improving care for all patients and family members at Espanola Regional Hospital & Health Centre by ensuring that the patient is the focal point of all discussions.
- Promotes improved collaboration and relationships between patients, families and staff.

**Volunteers are the  
Heart of Our Hospital**



What are the benefits of becoming a member?

Patient and Family Advisors have the unique opportunity of helping hospitals to become more patient and family-centred. As an advisor, you will have the opportunity share your stories, perspectives and experiences to advise on issues and decisions. By partnering with the hospital team, you will have the unique opportunity to shape decisions and influence change, ultimately improve the overall patient and family experience.

Additional Benefits Include:

- Volunteer Recognition Events
- Opportunity to give back to the community and improve your local health system **by:**
  - Promoting system re-designs/process improvements
  - Providing direct input about patient needs
  - Enhancing Patient Safety
  - Contributing to Quality Improvement
  - Improving the Patient Experience

How do I become a Patient & Family Advisor?

To apply, please complete the [\*\*ERHHC Patient Advisor Application\*\*](#). Once we receive your application, you will be contacted for an informal interview.

**Volunteer onboarding requires:**

- Group orientation session
- Criminal Records Check
- Signing a confidentiality agreement
- Additional training sessions may be required

[\*\*APPLY HERE\*\*](#)



**espanola**

regional hospital and health centre

hôpital régional et centre de santé

**d'espanola**