



Better Together

Health Services Patient Engagement Roadmap

Appendix 14

Information for People considering becoming involved in Patient Engagement

What is required to become a patient representative and who should apply?

Your skills and experience may match the requirement if you:

- Have experience of accessing healthcare services in the past 3 years.
- Feel that engagement is valuable.
- Are able to dedicate time to attend meetings.
- Are interested in widening your knowledge and skills.
- Can talk about your experiences of health, both positive and negative in a way that others can learn from them.
- Are able to use personal experience constructively.
- Can speak at meetings and in front of strangers.
- Can share your thoughts on what went well and how things could have been done differently.
- Can work with people who may have a different view.
- Can be open to listen to and think about what others say, even if you disagree.
- Bring a positive attitude to discussions.
- Be comfortable to keep information you may hear confidential.

What does a patient representative do?

- Gives feedback based on their own experiences of healthcare.
- Provides a voice for patients in the design and delivery of healthcare.
- Share ideas about how to make sure patients get the best care possible.
- Helps plan changes to improve how healthcare staff take care of people.
- Partner with healthcare staff to help improve the quality of healthcare for everyone.

Will training be provided and how about expenses?

- Training will be provided and mentorship if appropriate.
- In certain situations, patient representatives will be reimbursed for travel expenses.

For more information about being a patient representative/find out how to get involved:

Call: _____ on _____ / email _____

We look forward to hearing from you!

Join us in our work. We strive to be Better Together.

Sample Newspaper Advert:

Shared with permission from MUH Patient Experience Advisors and Healthcare Staff

Patient Experience Advisors – A New Initiative for Mayo University Hospital

Mayo University Hospital is pioneering a process that aims to recruit 20 Patient Experience Advisors in the coming months. Our hospital will be the first in the country to undertake such a venture and it is based on the Canadian Patient and Family Engagement Model. This is part of an overall hospital plan to establish an ongoing culture of Quality Improvement and to enhance Safety and Quality for patients and their families.

This approach will result in the hospital having a pool of people who can share first hand their experience of being a patient/family member, and from that experience can advise the hospital on what works or doesn't work from the patient's point of view.

The patient is the expert on the quality of the service received, and on how their illness impacts on their daily life and that of their family. This expertise can provide the hospital with a wealth of information.

The ultimate goal of having Patient Experience Advisors is to bring the perspectives and lived experiences of patients and families directly into the planning, delivery and evaluation of care. For example: if the hospital was making a change to a service or a policy, Patient Experience Advisors that have used the service could bring their experience on how the service / policy could be best developed to meet the needs of patients.

Patient Experience Advisors will also sit on key committees within the hospital to bring their experience to these areas. They will also share their experiences of care with student doctors, nurses and other staff, and thus enhance the quality of health professional education.

Who can be a Patient Experience Advisor? – You can be a Patient Experience Advisor if you or a family member has received care at Mayo University Hospital in the last five years. Specific qualifications are not needed for the role; however there will be a screening process. The most important requirement is the ability to share your experience constructively, in order to help improve the quality of care for all patients and family members. The hospital will provide you with the training and support required. The time commitment on average would be approximately 4 hours per month.

Mayo University Hospital is holding an information evening on Patient and Family Engagement

on _____ at _____ in _____ of the hospital.

If you are interested in finding out more about this exciting initiative,

please come along or contact _____ on _____, ext. _____