

Volunteer Position: Patient and Family Advisor

Description:

St. Joseph's Healthcare Hamilton is hoping to recruit up to 15 volunteer Patient and Family Advisors in early 2020.

What is a patient and family advisor?

Patient and Family Advisors are volunteers who provide the perspective of patients and families at St. Joseph's Healthcare Hamilton. They partner with staff and physicians to help improve the quality of our hospital's care for all patients and their family members.

Why should you become a volunteer 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. Joseph's Healthcare Hamilton, Patient and Family Advisors give us feedback and ideas to help us improve the quality and safety of care we provide.

What do patient and family advisors do?

- At St. Joe's, Patient and Family Advisors are members of decision-making tables to co-create projects and plans. By providing feedback and recommendations, Patient and Family Advisors help our hospital deliver on our commitment to providing state-of-the-art care, delivered with compassion, dignity and respect, every time.
- Help identify things that can be changed or improved and share ideas about how to make sure other patients and families get the best health care possible and have a positive experience.
- Share their stories with practitioners, doctors, staff and other patients, and leaders. Sharing stories and experiences can help us improve the care we provide.
- Participate in discussion groups. Advisors tell us what it's like to be a patient and how we can improve the care we provide.
- Help create patient education materials for staff and patients.
- Discuss what programs or resources could be offered in the hospital or community to help support patient care and self-management.

Applicant Requirements:

- Recent experience as a patient, family member or caregiver at any healthcare organization.
- Open to sharing aspects of your healthcare experiences to help make positive change.
- Able to make at least 1-2 years commitment with a minimum 3 hrs. per month on weekdays between the hours of 8am to 5pm (for in person participation).
- Able to participate either in person at council meetings, or virtually via email and video conferencing.
- Applicants must be 18 years or older.

Please note this is a volunteer position.

To learn more about the what our Patient and Family Advisors and where they have made positive impacts at St. Joe's, [visit our website.](#)

To apply for this volunteer position, send an email to patfamadvisory@stjoes.ca or call 905.522.1155 ext. 33148