

Become a Patient Experience Partner

Together for safe quality care!



What does a patient experience partner do?

Patient experience partners are patients or family members who have had a recent and/or significant experience with Vitalité Health Network.

They work on a voluntary basis with the Network's managers and staff and share their expertise and knowledge as a patient or family member to help us improve the care experience for all patients and their families.

Why should you become a patient experience partner?

When you or your family member received care or services, were there things we could have done better?

Do you have ideas about how we at the Network could provide the best possible care? We would like to hear your suggestions about improving the quality and safety of the care we provide.

How can patient experience partners contribute?

As a patient experience partner, you can contribute to the Network in many ways, such as by:

- **Sharing your story**
Talking about your experience or the experience of your family member will provide us with valuable information and help us improve the quality and safety of our care.
- **Participating in teams**
You bring a unique and important perspective that will support our efforts to improve patient care.

- **Working on short-term projects**
You may be asked to help us improve the patient experience in our programs or clinics or to provide advice on construction or renovation projects.
- **Reviewing information materials**
You may be asked to review information materials we give our patients and families in order to help us ensure these materials are meaningful and easy to understand.
- **Serving on our Patient and Family Advisory Committee**
Our Patient and Family Advisory Committee includes patient experience partners as well as staff members. This committee identifies and examines quality and patient safety improvement projects across all the Network's programs and services.

What is the time commitment?

Patient experience partners may be asked to contribute a few hours a month on a voluntary basis, depending on the needs of the team, committee or project they are involved in.

The result?

Respect and dignity – putting the patient and their family first in everything we do at the Network.

As a patient experience partner, you will help strengthen our culture of excellence in patient- and family-centred care.

Is this role the right fit for you?

Being a patient experience partner may be the right fit for you if you can:

- Partner with our management and staff to help improve the patient experience;
- Share your point of view constructively to help advance the Network's programs, services and priorities;
- Talk about your experience as a patient or family member but also think beyond your own personal experience;
- Work with a diverse group of people;
- Respect other people's opinions and perspectives;
- Demonstrate a positive outlook in discussions;
- Promote the Network's mission through positive interactions with staff, physicians, volunteers and the greater community;
- Respect the confidentiality of all information shared.

Who can become a patient experience partner?

Experience as a patient or as a family member of a patient combined with a real desire to help the Network provide the best possible care is all that's required.

The most important qualification you can possess is your experience and expertise as a patient or family member.

The Network will provide you with the necessary training and support.

Your opinion matters! Become a patient experience partner.

For information, please contact the Patient and Family Partnership office Volunteer Services:

- Phone: 506-227-4388
- e-mail: pep@vitalitenb.ca

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