Patient Advisor Handbook

Thank you for your interest in partnering with Brockville General Hospital (BGH) as a Patient Advisor. Your patient experience (whether you were a patient yourself or a family member of a patient) could contribute a great deal to how health care is delivered at BGH. It is only from the patient’s perspective that we can understand if questions and fears are being appropriately addressed, care is being tailored to specific needs, patients and families feel safe, and that systems are working efficiently and effectively. This guide will give you some background information to help you decide if being a Patient Advisor is right for you.

Contents

Vision ............................................................................................................................................................. 1
Defining Patient-and Family-Centred Care ................................................................................................... 2
What is a Patient Advisor? ............................................................................................................................ 2
   Is there a difference between an Advisor and an Advocate? ................................................................. 2
   Role of the Patient Advisor ...................................................................................................................... 2
   Characteristics of a Successful Advisor .................................................................................................. 2
   Responsibilities of a Patient Advisor ....................................................................................................... 3
   What you can expect as a Patient Advisor ............................................................................................. 3
Patient Advisor Application Process .......................................................................................................... 4
Who to contact if you have a question or concern .................................................................................. 4
Parking at BGH .............................................................................................................................................. 4

Vision

The vision of BGH is “outstanding quality care – healthy people – healthy communities.” Your partnering with us as a Patient Advisor will be the means by which this vision is realized. We will be able to improve our care and therefore provide continuously improved outstanding quality care, directed by you as our Patient Advisor.
Defining Patient-and Family-Centred Care

Patient- and family-centred care at Brockville General Hospital is healthcare based on a partnership among practitioners, patients and families* (when appropriate). Its goal is to ensure decisions respect patients’ needs, values and preferences. Its outcome provides patients with information, knowledge and support to participate in their care as they choose.

*family is determined by the patient and is not limited to blood ties.

What is a Patient and/or Family Advisor?

A Patient and/or Family Advisor is a person who has had a recent experience (generally within 3 years) of being a patient, or the family member of a patient, and is partnering with staff and physicians to provide direct input into policies, programs, and practices which affect patient care and services. The Patient and/or Family Advisor ensures that the voice of the patient is heard and influences planning and decision making on issues that affect patient care.

Is there a difference between an Advisor and an Advocate?

Yes. An advocate is a person who pleads the cause of another. An advisor is a person who partners with staff by bringing their experience of what it is like to be a patient to a decision making table. An advisor looks at the big picture through the lens of their experience.

Role of the Patient and/or Family Advisor

- To partner with staff to ensure patient- and family-centered care is provided in a fully accessible environment that promotes healing, ensures dignity and instils trust.
- To keep the patient and family as the focal point of our health system.
- To be viewed as a positive reinforcement of the patient family centered care concept.
- To build partnerships with health care professionals based on mutual respect and open communication.
- To participate in facility design, quality improvement and program development
- To support the hospital and clinics in their process improvement projects

Characteristics of a Successful Advisor

- Respectful of others and their perspectives
• Comfortable speaking in a group and interacting with others
• Good listener
• Able to use their personal experience constructively
• Able to see beyond their own experience
• Able to see the big picture
• Non-judgmental
• Positive attitude
• Ability to work collaboratively with other families and healthcare providers
• Desire to expand their knowledge and skills
• Desire to participate in bringing about meaningful change
• Able to maintain confidentiality of patient and organizational information

Responsibilities of a Patient and/or Family Advisor

• Advisors are accountable to the co-chairs for the Patient and Family Advisory Council.
• Advisors must adhere to BGH Policies including, but not limited to: Code of Conduct, Reduced Scent Environment, and Infection Control.
• Advisors are responsible to prepare for meetings by familiarizing themselves with materials sent out prior to each meeting.
• Advisors are responsible for attending meetings.
• Advisors must not discuss confidential information outside council/committee meetings.

What you can expect as a Patient and/or Family Advisor

• Advisors will have the opportunity to assist with hospital events and participate on hospital committees.
• Advisors will receive orientation to their committee.
• Accessible meeting rooms are available.
• Advisors will be full members of the committees on which they sit.
• Advisors will have opportunities for education around patient- and family-centred care.
• A rewarding experience and the knowledge you are making a positive difference in how healthcare is delivered at BGH.
• Meetings may be held throughout the day with some starting as early as 7 a.m. and others as late as 6 p.m. Most meetings occur sometime in between. Meetings are held regularly (once per month).
• Over the years healthcare has developed its own language. You can expect to have abbreviations, acronyms, and terms clearly defined/explained. Don't be afraid to ask for clarification when something is unclear.
• Organizational information is available on the BGH website at www.bgh-on.ca (look for the About BGH tab and then the Patient and Family Advisory Council tab).
Patient and/or Family Advisor Application Process

• Contact is made with the BGH lead for the Patient and Family Advisory Council.
• Application and information package are sent to applicant.
• Interview is held (completed application is given to Lead at this time).
• Applicant will receive decision via regular mail or email.
• Satisfactory police background check including a vulnerable sector check.
• Up to date immunizations.
• Orientation to a committee, council or working group.
• Confidentiality agreement is signed.
• Security ID badge is created.

Who to contact if you have a question or concern

The lead for the Patient and Family Advisory Council is there to support you and may be reached at 613-345-5649 ext. 1366 or at bghpatientadvisoryoffice@bgh-on.ca.

Alternatively, you may contact the BGH Executive Sponsor of the Patient and Family Advisory Council, the Vice President and Chief Nursing Officer, at 613-345-5649 ext. 1199.

Parking at BGH

The cost of parking in lot is covered for BGH advisors who are here on advisory business. Parking coupons will be provided by the Lead.