

Patient Experience Advisors Role Description Hotel Dieu Hospital

Hotel Dieu Hospital has embarked on a journey to embed Patient & Family-Centred Care (PFCC) in all aspects of our business. The four core principles of PFCC include:

- Dignity & Respect
- Information Sharing
- Participation
- Collaboration (source: Institute for Patient & Family-Centered Care)

Patient Experience Advisors are champions and advocates for PFCC at Hotel Dieu Hospital.

Patient Experience Advisors will have experience as patients and/or as family members¹ of patients who have received care at Hotel Dieu Hospital (HDH) within the previous 5 years. Normally, Patient Experience Advisors will be permitted to continue in this role as long as they have had direct experience with HDH as patients/family members within the previous 5 years.

Patient Experience Advisors are representatives of HDH patients and families. They provide opportunities for Hotel Dieu Hospital to hear and act upon patient/family perspectives and ensure a connection with patients/families. They support our quality initiatives within the hospital. Patient Experience Advisors will provide significant input and perspectives to ensure that the model of PFCC is implemented and evaluated at Hotel Dieu Hospital in a meaningful way. While it is not a requirement that Patient Experience Advisors have had a positive experience with the organization, they must be enthusiastic about HDH's future goal to be a leader in PFCC.

Diversity

When selecting Patient Experience Advisors, an effort will be made to achieve diversity to reflect the patient/family population served by HDH.

Role Description

The end goal is that Patient Experience Advisors will be embedded into every program at Hotel Dieu Hospital and that they will collectively have input into clinical and business decisions with relevant education to support the decision-making process (including education about the hospital's fiscal situation) at HDH.

Skills and Characteristics of Patient Experience Advisors:

- Committed to the 4 core principles of PFCC
- Respectful and enthusiastic about the hospital's mission, vision, values and staff.

¹ Family is defined in its broadest sense and could include bonds of common ancestry, shared household, romantic attachment, child-rearing, or bonds created through friendship & commitment

- Courage
- Empathy
- Ability/comfortable to speak in front of a group and/or participate in meetings
- Ability to share their story in a way that others may learn
- Thoughtful
- Collaborative
- Sensitive to others' points of view
- Ability to see the big picture

Application, Interview & Evaluation Process A formal application will be submitted to the Chief of Public Relations & Community Engagement. Interviews will be conducted as appropriate upon screening application forms and responses normally provided to applicants within 1 month. All applicants will be asked to provide some information about their hospital experience (e.g. what worked well, what could have been improved upon, their strengths, what values they would bring to the group); their commitment and motivation. Candidates will also be invited to share any relevant information about special needs to ensure that HDH can offer appropriate support. All Patient Experience Advisors will be oriented and required to sign a statement of undertaking as well as a confidentiality agreement. Patient Experience Advisors will be asked annually to complete an assessment of their experiences so that the organization can identify any barriers to success and implement corresponding improvement strategies where appropriate.

Education, Orientation and Support

Patient Experience Advisor orientation, education, support and recognition will be provided through the Chief of Public Relations & Community Engagement. All Patient Experience Advisors are required to participate in an intake orientation in advance of beginning their role, and to participate in ongoing education as necessary.

Term of Appointment

No formal term of appointment will normally be prescribed. Patient Experience Advisors are asked to agree to a commitment of no less than 1 year.

Reporting Relationship

All Patient & Family Faculty will be accountable to Chief of Public Relations & Community Engagement.