



# London Health Sciences Centre

## **Patient and Family Advisors** *“Patients Supporting Patients”*

The London Health Sciences Centre Renal Program is recruiting patient and family volunteers to serve as Renal Patient and Family Advisors. We are looking for individuals to provide the Renal Program with their perspective and ideas on how we can better serve patients and family members. We want to know about your experience with the Renal Program. Your participation as a Renal Patient and Family Advisor will help us to make improvements in the planning, delivery and evaluation of renal care for patients in London.

### **Roles that Advisors can play in the Renal Program:**

- **Renal Patient and Family Advisory Council (RPFAC):** Advisors on the PFAC will hold monthly discussions, from September to June, about various Renal Program issues. They will meet monthly, as well as task group meetings when needed
- **Patient and Family Advisors on Committees:** These advisors will be placed on committees involved in making key decisions in the Renal Program. Some of the committees include the Continuous Quality Improvement Councils and the Renal Executive

### **Time Commitments for Patient and Family Advisors:**

- **Renal Patient and Family Advisory Council (RPFAC):**
  - Attending meetings will require a time commitment of 2 to 4 hours per month
  - Preparing for meetings will require a time commitment ranging from 1 to 2 hours per month
  - Task Group meetings within the council will require approximately 2 to 4 hours per month
  - PFAC meetings will usually be every second Tuesday of the month from 5:00pm to 7:00pm
- **Patient and Family Advisors on Committees:**
  - Attending meetings will require a time commitment ranging from 1 to 4 hours per month
  - Preparing for meetings will require a time commitment ranging from 1 to 2 hours per month
  - Most committee meetings take place between 8 a.m. and 4 p.m.

## **What Will Patient and Family Advisors do in the Renal Program?**

Advisory Council Members will be consulted and involved in matters where the input of patients and their families is valued. The range of matters will include, but is not limited to the following topics:

- Provide the perspective of renal patients and their supporters on the planning, delivery and evaluation of renal care at LHSC
- Contribute to the understanding and improvement of the Patient and Family experience at LHSC
- Assist in reviewing and providing feedback on patient satisfaction
- Promote improved partnerships between patients, families, staff and physicians
- Provide input on policy and program development which impact service delivery for patients and families
- Provide recommendations on the identification of health care needs and gaps
- Participate in education regarding Patient and Family Centred Care throughout the Renal Program
- Provide an opportunity for care providers in the Renal Program to recommend changes that improve Patient and Family Centred Care

## **Qualities We Are Looking For in Advisors:**

- Respectful of others' opinions and ideas
- Able to communicate negative experiences in a positive manner
- Good listening skills
- Willing to partner with Renal program staff, other patients and family members
- Flexible and patient
- Able to see beyond personal experiences and represent views of other patients
- Able to use personal experience constructively

## **What We Expect From You:**

- Fill out an application form and attend a selection interview
- Attend orientation session
- Sign a confidentiality agreement
- Complete a Vulnerable Sector Screening Police Check
- Attend committee meetings and provide patient perspective in order to collaboratively improve the patient and family experience
- Prepare for meetings as needed by reviewing material, reading a report, or completing a task before a meeting

- Understand the scope of your role and act within it
- Support and commit to the mission and vision of the Renal Program
- Commit to a two year term

### **What You Can Expect From Us:**

- We will provide you with the training you need to be an engaged advisor
- We will provide an environment where advisors can express their views and opinions
- We will send out electronic copies of documents that will be used during the meetings
- We will provide non-electronic versions of the documents to those who request it
- We will provide details of how to prepare for meetings if you need them (meeting agenda, review of committee mission, previous meeting content, what to bring)
- We will provide a list of medical terms that you can use to familiarize yourself with or use as a reference during discussions. If there are any other terms or language that you do not understand, we will help you to do so
- We will assign a “mentor/buddy” for you:
  - The mentor will be either an experienced volunteer advisor or a staff member
  - Talk to them to bring yourself up to speed before the first meeting
  - Meet with and walk with them to meetings, using the time to discuss issues
  - Sit with them during your first several meetings
  - Engage in communication with them after your first several meetings.
- We will keep you informed about how your feedback and ideas contribute to changes and improvements
- We will reimburse you for your parking expenses incurred during the meetings that you attend

If you are interested or have any questions, please ask a staff member for the **Renal Patient and Family Advisor Application Form**, or contact Angela Andrews:

Angela Andrews, BScN, RN  
Renal PFAC Resource  
519 685-8500 ext. 34411  
[renaladvisor@lhsc.on.ca](mailto:renaladvisor@lhsc.on.ca)

## Patient and Family Advisor Application

Name:	Telephone: Cell Phone:
Address:	
Email:	
Are you a:	<input type="checkbox"/> Patient <input type="checkbox"/> Family member of a patient <input type="checkbox"/> Friend of a patient <input type="checkbox"/> Caregiver of a patient
What Advisor role are you interested in? (please check all that apply)	<input type="checkbox"/> Renal Patient & Family Advisory Council <input type="checkbox"/> Renal PFAC Member on Committees
Are you an employee of LHSC?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you have family members that are employees of LHSC?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Which of the following will you be able to represent (please check all that apply):	
<input type="checkbox"/> Hemodialysis <input type="checkbox"/> Home Hemodialysis <input type="checkbox"/> Pre-dialysis (CKD Clinics)	
<input type="checkbox"/> Peritoneal Dialysis <input type="checkbox"/> Other (please specify)	
Why do you wish to volunteer as a patient and family advisor?	
What skills and/or background will you bring to the advisor role? If you have experience on other boards, advisory groups or committees, please include this information.	
Is there anything specific that you are interested in doing as an advisor? Could you offer some suggestions for improving our services?	



