



## For more information

### Visit our website:

[www.kgh.on.ca](http://www.kgh.on.ca)

(look for “*Patient and Family Advisory Council*” under the “*About KGH*” tab.)

### Contact Daryl Bell, KGH Lead for Patient- and Family-Centred Care

Email: [belld@kgh.kari.net](mailto:belld@kgh.kari.net)

Phone: 613-549-6666 x4424



## Become a KGH Patient Experience Advisor

### Is being a patient experience advisor right for you?

Being a patient experience advisor may be a good match with your skills and experiences if you can:

- Partner with staff to help improve hospital care for others.
- Talk about your experiences as a patient or family member – but also think beyond your own personal experiences.
- Talk about both positive and negative care experiences and share your thoughts on what went well and how things could have been done differently.
- Work with people who may be different than you.
- Listen to and think about what others say, even when you disagree.
- Bring a positive attitude to discussions.
- Keep any information you may hear as an advisor private and confidential.



### Contact us

#### Kingston General Hospital

Toll free: 1-800-567-5722

Local: 613-549-6666

[www.kgh.on.ca](http://www.kgh.on.ca)



Partnering towards  
*Outstanding care, always™*

## What is a patient experience advisor?

**A patient experience advisor is someone who:**

- Wants to help improve the quality of our hospital's care for all patients and family members.
- Gives advice to the hospital based on his or her own experiences as a patient or family member.
- Partners with staff on how to improve the patient experience.
- Works with staff for either short- or long-term commitments, depending on the project.
- Volunteers his or her time (typically 1-4 hours per month).

Patient experience advisors provide a voice that represents all patients and families of patients who receive care at Kingston General Hospital.

They partner with staff and physicians to help improve the quality of our hospital's care for all patients and family members.

## Why should you become a patient experience 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 Kingston General Hospital, patient experience advisors give us feedback and ideas to help us improve the quality and safety of care we provide.



## Who can be a patient experience advisor?

You can be an advisor if you or a family member received care at Kingston General Hospital in the last five years.

**You do not need any special qualifications to be an advisor.**

What's most important is your experience as a patient or family member of a patient. We will provide you with any other training you need.

**Nothing about me, without me.**

## What do patient experience advisors do?

**If you are an advisor for our hospital, you can help us in the following ways:**

- **Share your story.** Advisors help by talking about their health care experiences with clinicians, staff, and other patients.
- **Participate in committee work.** Advisors bring their perspective to the decision-making table.
- **Review or help create educational or informational materials.** Advisors help review or create materials like websites, forms, health information handouts, and discharge instructions. Advisors help us make these materials meaningful for all patients and family members to understand and use.
- **Work on short-term projects.** We sometimes ask advisors to partner with us in making improvements — for example, helping to plan and design a family resource centre.
- **Serve on a patient and family advisory council.** An advisory council discusses and plans changes to improve hospital quality and safety. Members include patients, family members of patients, hospital staff and physicians.