



## Kingston General Hospital Patient Experience Advisor Handbook

Thank you for your interest in partnering with Kingston General Hospital as a Patient Experience 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 KGH. 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 Experience Advisor is right for you.

### Vision

The vision of the KGH 2015 strategy is that “our patients are fully in the driver's seat, participating meaningfully in every initiative that can influence their care and service.” Your partnering with us as a Patient Experience Advisor will be the means by which this vision is realized. As recently as 2010 there was no formal mechanism to ensure the patient's perspective was being considered when Hospital wide patient care decisions were being made.

### Kingston General Hospital's definition of Patient-and Family-Centred Care

Patient- and Family-Centred Care at Kingston 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.

This definition has been condensed into the 7 word phrase:

RESPECT ME, HEAR ME, WORK WITH ME

### Core principles of Patient-and Family-Centred Care

The 5 Principles of our strategy, KGH 2015 (Respect, Engagement, Accountability, Transparency and Value for Money) overlap with the 4 core principles of Patient- and Family-Centred Care:

#### Dignity and Respect

*To actively listen and honour patient and family ideas and choices and to use patient and family knowledge, values, beliefs and cultural backgrounds to improve care planning and delivery.*

This principle recognizes each patient and family as being unique. Families have different personalities, abilities, life experiences, values, beliefs, education, and religious and cultural backgrounds. Care provided should be accessible and equal for all patients and flexible so that the needs and choices of families can be met.

#### Information Sharing

*To communicate and share complete and unbiased information with patients and families in useful ways. Patients and families receive timely, complete and accurate details so they can take part in care and decision making.*

This principle recognizes the need for open honest and accessible communication between patients, their families, and health care staff. It encourages openness to talk about the bad and good experience in order to change, improve, and develop best care practices and policies. This kind of clear communication enhances the patient's and family's health care experience.

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

## Participation

*To encourage and support patients and families in care and decision making at the level they choose.*

This principle strives to empower patients and families to join in their health care journey. It maintains that when families and patients understand their options, they are empowered to be involved in their care.

## Collaboration

*To invite patients and family members to work together with health care staff to develop and evaluate policies and programs.*

This principle acknowledges that patients and families have much to offer in ensuring safe and quality care for all. By working together patients, families and staff are strengthened by their partnership and shared knowledge. This results in the highest quality of care.

## What is a Patient Experience Advisor?

A Patient Experience 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.

## 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 Experience 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 instills 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 Experience Advisor**

- Advisors are accountable to the Lead for Patient- and Family-Centred Care.
- Advisors must adhere to KGH Policies including, but not limited to: Code of Behaviour, Scent Free Environment and Infection Control ( KGH is a latex and smoke free environment.)
- 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 Experience 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 KGH.
- 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. Many meetings are held regularly (i.e. once per-month). Some committees will function intensely over a short period of time (i.e. once per-week for a month). It all depends on the council or committee (if any) in which you choose to participate.
- 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 and a list of Program Councils and Long Term Committees with Patient Experience Advisor membership are available on the KGH website [www.kgh.on.ca](http://www.kgh.on.ca) (look for the About KGH tab and then the Patient- and Family Advisory Council tab).

### **Patient Experience Advisor Application Process**

- Contact is made with the KGH Lead for Patient- and Family-Centred Care.
- Application and info 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.
- Immunology results are verified by applicant's medical practitioner.
- 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 Patient- and Family-Centred Care is there to support you and may be reached at (613) 549-6666 X4424. [belld@kgh.kari.net](mailto:belld@kgh.kari.net)
- If you have any concerns which you feel uncomfortable raising with the Lead you may contact the KGH Executive Sponsor of Patient- and Family-Centred Care at (613) 549-6666 X 6004. [crawfos3@kgh.kari.net](mailto:crawfos3@kgh.kari.net)
- Bell Relay Service – 711 for deaf callers

### Parking at KGH

The cost of parking in the underground lot on Stuart Street is covered for KGH advisors who are here on advisory business. The parking coupon can be picked up at the Patient- and Family-Centred Care office on Victory 2 door 3-2-203-0 or in the volunteer office on Douglas 1. When leaving you will need to take your parking entrance ticket along with the parking coupon to one of the parking kiosks in the parking lot. Follow the directions on the parking coupon.

### Contact Information

- Office of Patient and Family Centred Care (613) 549-6666 X3122.
- KGH Lead for Patient- and Family-Centred Care ( 613) 549-6666 X4424, [belld@kgh.kari.net](mailto:belld@kgh.kari.net)
- Bell Relay Service – 711 for deaf callers

### Quotes from Advisors

“At first, when I was asked to be a Patient Experience Advisor, I was skeptical about patients really being “heard”. Through my experience, I am no longer a skeptic.”

“Being a patient advisor has been a great experience. I feel like I have been able to make a positive difference in the lives of many people, by bridging the gap between patients and the hospital. It has been a great opportunity to work with many amazing and inspiring people. Most of all I hope to continue to make an impact on the lives of patients and their families through their cancer journey.”

“We've discussed topics so close to my heart that I've often been moved to tears. It amazes me that even the smallest, most personal details are being considered for us, the patient.”

“There is satisfaction in making something positive of my difficult health journey. And in making life better, not only for myself but for other patients too.”

“I like that we are able to choose from numerous opportunities in order to participate in initiatives that are suited to our individual interests and availability.”

### Questions you would like addressed in your interview:

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## KGHI Patient Experience Advisor Application Form

**Date:** \_\_\_\_\_

**Name:** \_\_\_\_\_

**Street Address:** \_\_\_\_\_

**City/Postal Code:** \_\_\_\_\_

**Telephone:** \_\_\_\_\_

**Email:** \_\_\_\_\_

**Emergency Contact Information and Relationship:** \_\_\_\_\_

Office Use	Date Completed
<input type="checkbox"/> Data Entry:	_____
<input type="checkbox"/> Interview	_____
<input type="checkbox"/> Reference check	_____
<input type="checkbox"/> CRC	_____
<input type="checkbox"/> Immunization	_____
<input type="checkbox"/> TB	_____
Placement: _____	
<input type="checkbox"/> Training Arranged	_____
<input type="checkbox"/> Computer Access	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> Access Form	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> Parking Permit	<input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> Training Form	_____
<input type="checkbox"/> Confid. Form	_____
<input type="checkbox"/> ID Form	_____
<input type="checkbox"/> Orientation	_____

In the past 3 years have you or your family used the services of Kingston General Hospital?

Yes  No

Why would you like to serve as an advisor?

What are some issues of special interest to you?

Do you have any gifts or talents that would be advantageous?

Some hospital meetings take place at 7 A.M. or 7 P.M. Most happen somewhere in between. Please specify the times when you are able to attend meetings:

Daytime between \_\_\_\_\_ and \_\_\_\_\_

Evenings between \_\_\_\_\_ and \_\_\_\_\_

I would be interested in helping with: (you may check more than one box)

- Reviewing patient and family satisfaction surveys
- Developing/Reviewing patient/family educational materials and website resources
- Planning for the out-patient experience
- Planning for the inpatient care experience
- Planning for the emergency care experience
- Ensuring patient safety and the prevention of medical errors
- Educating medical students and residents, new employees and other staff about the experience of care and effective communication and support
- Improving the coordination of care, discharge planning and the transition to home and community care
- Developing the uses for information technology, including electronic medical records
- Pediatrics
- Oncology
- Obstetrics/Gynecology
- Mental Health
- Medicine
- Surgery
- Emergency
- Cardiology
- Critical Care
- Hiring Interviews
- Other (please indicate)

**Please read and check  before signing:**

- I understand that submitting this application and/or being interviewed does not guarantee a position as a Patient Experience Advisor.
- I understand that, upon acceptance into an advisory position, KGH requires that I submit the results of a criminal reference check with the vulnerable sector search (18+ years old). More details are provided at the acceptance stage.
- I understand that prior to beginning as an advisor I must submit the results of a negative 2-step Tuberculosis (TB) test and provide proof of immunization. More details are provided at the acceptance stage.
- I understand that prior to beginning as an advisor I must sign a confidentiality agreement.
- I understand that as an advisor I will be accountable to the KGH Lead for Patient and Family-Centred Care

**Please provide the names and contact information of two references who are not related to you.**

Applicant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

**If applicant is under the age of 16, parent/guardian signature is required.**

**Parent/Guardian Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

Applicants who are selected for an interview will normally be contacted within 30 days of submission of the application form.

*Personal information contained on this form is collected pursuant to the Public Hospitals Act and the Freedom of Information and Protection of Privacy Act (FIPPA), and will be used for the purpose of Patient Experience Advisor selection and placement at KGH. We will not share this information otherwise without permission from the applicant / guardian.*



## Patient-and Family-Centred Care

### Role of the Patient Experience Advisor

The Patient Experience Advisor ensures that the voice of the patient is heard and influences planning and decision making on issues that affect patient care.

### Benefits to the Community We Serve

Partnering with advisors better ensures that the desires, needs and expectations of patients and their families will be understood and addressed.

### Purpose of Position

Ensure hospital wide decisions pertaining to patient care include the perspective of the patient and family

### Hours of Service

Vary depending upon the nature of engagement or function (i.e. involvement on standing committees, ad hoc task teams or with specific functions)

### Position Requirements

Patient Experience Advisors are essential members of the hospital team and as such they should have the following characteristics.

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

### Training Provided:

Orientation to the Hospital and to Patient-and Family-Centred Care.

### Patient Experience Advisor

You are:

- Accountable, reliable and committed
- Informed by your patient experience at KGH
- Cooperative with others
- Respectful of confidential information
- Encouraging & supportive of creativity and change

### Process for recruitment and screening of advisors:

- Interested person is referred from Patient Relations, staff, other advisors or self refers to the Lead for Patient- and Family-Centred Care
- Application + information package are given (emailed, mailed) to interested person
- Interview is set up with Lead for Patient- and Family-Centred Care, and an advisor. Application is returned at this time to KGH lead, including the names and contact information for 2 references
- Interview is conducted and applicant is thanked for their interest and told we will get back to them.
- Decision to continue process or not is made by Lead for Patient- and Family-Centred Care in consultation with other interviewer(s).
- If person is declined a letter is sent informing them.
- References are called for those whom the lead decides to pursue.
- Decision to accept or reject application is made by KGH Lead and letter of acceptance or decline is sent signed by the lead.

### On-Boarding

- Criminal Record Check and immunology report are returned to Lead.
- Person completes orientation. i.e. orientation to council and advisory role, record keeping of hours etc.)
- Confidentiality form is signed
- ID badge is obtained
- Arrange time for advisor to meet with director/manager of applicable council/committee to be oriented.