

What are Patient and Family Advisors?

The role of a Patient and Family Advisor is to work in partnership with hospital physicians, nurses, and administrators to help improve the quality of our hospital's care for all patients and families.

“Being a family adviser is a wonderfully rewarding experience. Take the step and make a difference to families just like yours. By just giving some of your time, you will get so much more in return” – Luke G.

Patient and Family Advisors participate in ways that best match their interest, experience, and availability.

ACH Advisor Opportunities

- Patient and Family Centred Care Network
- Family Advisory Council
- Child and Youth Advisory Council
- PFCC Steering Committee
- Strategic Committees
- Special Projects
- Peer Support

To learn more about the different opportunities, go to fcrs.ahs.ca

Interested in Becoming an ACH Patient and Family Advisor?

Fill out an online application by visiting <http://bit.ly/ACH-PFCC>

For more information or if you have questions:

Email: achfcc@ach.ca

Call: 403-955-2456/403-955-2396

Website: fcrs.ahs.ca



Family & Community Resource Centre
Alberta Children's Hospital
2888 Shaganappi Trail NW
Calgary, Alberta T3B 6A8



BECOME A PATIENT AND FAMILY ADVISOR

Alberta Children's Hospital



PFCC Steering Committee

Together We're Better

What do Patient and Family Advisors do?

There are many different ways to get involved as an Advisor at Alberta Children's Hospital!

Share your story – Advisors can talk about their healthcare experiences with clinicians, staff, and other patients.

Participate in discussion/focus groups – Advisors can tell us what it's like to be a patient/family at our hospital and what we can do to improve.

Review or help create educational or information materials – Advisors can help ensure materials such as forms, health information handouts, discharge instructions, and other patient/family materials are family-friendly.

Participate on an ACH Committee – Advisors can bring an invaluable perspective to the planning and decision table.

Work on short-term projects – We sometimes ask Advisors to partner with us to make improvements.

Serve on one of our patient and family advisory councils – Our advisory councils participate in a number of different ways to improve hospital quality and safety.

Family Advisor?

A Patient and Family Advisor must be a patient, family member or caregiver of a patient, who has received care at Alberta Children's Hospital.

Qualities of a Patient and Family Advisor:

- **Passion for enhancing the healthcare experience for patients and families**
- **Ability to talk about your experiences as a patient or family member – but also able to think beyond your own personal experiences**
- **Respect other people's opinions and perspectives**
- **Positive attitude to discussions**



What is Patient and Family Centred Care?

Patient and Family Centred Care (PFCC) is an approach to the planning, delivery, and evaluation of healthcare that is grounded in mutually beneficial partnerships among patients, families, and healthcare providers (Institute for Patient and Family Centred Care, 2010). PFCC is based on the following key principles:

Dignity and Respect: Listening and honouring patient and family perspectives and choices.

Information Sharing: Ensuring patients and families have the information they need to make decisions about their child's care.

Participation: Supporting patients and family members in being involved in their care and making decisions at a participation level they choose.

Collaboration: Bringing the voice of patients and families into all areas of the hospital to further improve the delivery of quality and safe healthcare services.

