Patient-Family Advisory Council Makes the Difference: Looking for New Members

At Queensway Carleton Hospital (QCH), the Patient and Family Advisory Council (PFAC) is dedicated to the improvement of quality in patient and family care. Patients and their families are important members of the care team, and can offer unique perspectives and valuable feedback regarding their experiences.

Patient Advisors represent the views of a diverse patient group, with members providing insight which represents different genders, ages, incomes, geographic locations, information from personal inpatient or outpatient experiences, and more.

The creation of the Advisory Council has helped to spread this philosophy across organization, providing a new opportunity for improved quality care and a focused spotlight on patients and their families or care partners.

The Advisory Council meets on a monthly basis to:

- Identify patient and family needs and concerns.
- Provide feedback on current systems and processes in the hospital.
- Generate new ideas to improve the care experience.
- Integrate patient-centered care across the institution.

"For QCH, patient and family-centered care is vitally important to how we think about delivering care and making the transition to home seamless," said Tom Schonberg, QCH’s President & CEO. "We recognize that exemplary patient care includes listening and learning from our patients and their families. The Patient and Family-Centred Advisory Council is a new structured forum which will encourage feedback and solicit suggestions for improvement from our community on the care and services provided at our hospital as well environmental issues such as way-finding and accessibility."

Queensway Carleton Hospital has begun a recruitment campaign for volunteers from West Ottawa to serve on the QCH Patient and Family Advisory Council.

“We can only be genuinely responsive to our patients and their families if we understand their needs and listen to their concerns and this includes hearing directly from the people who volunteer their time with our Advisory Council,” added Gene Szabo, PFAC Patient Chair. “We
welcome feedback about what is working well within our hospital and suggestions for how we can improve the service we provide."

We are looking for committed, enthusiastic individuals with an interest in health issues, and in the health and well-being of our community. Advisors must be willing to share their stories and experiences to help make a difference for others. We therefore require that Advisors or their family members have used QCH services within the last two years. The Council meets monthly.

If you are interested in applying to be a member of the Queensway Carleton Hospital’s Patient and Family Advisory Council or would like additional information, please contact Alison Girouard at agirouard@qch.on.ca or (613) 721-2000, ext. 5655.

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