



## **Patient and Family Experience Advisor Application Form**

Thank you for your interest in becoming a Patient and Family Experience Advisor (PFEA) at Blanche River Health. Improving the patient experience has been identified as a key priority for our hospitals. Patients and families have experience that can be invaluable in improving the care experience across the organization. PFEAs provide feedback from the eyes and experience of the patient and family. What would a PFEA do:

- Help develop and provide feedback on patient and family-oriented materials and content
- Review and provide important feedback on projects (including construction and renovation), processes and policies
- Participate in focus groups to ensure the patient and family experience is captured appropriately
- Participate in standing committees throughout the hospital
- Participate in walkabouts and meet to review initiatives that directly affect patient care
- Support our accreditation and strategic planning processes through participation in feedback sessions and steering committees

## **Do I qualify to be a Patient and Family Experience Advisor?**

If you, or a family member has received care at either the Englehart or Kirkland Lake site in the last three years and:

- Have a passion for helping improve the health care experience for our community and district
- Love sharing your ideas and experiences to help us and others learn from them
- Respect the perspectives and lived/living experience of those around the table
- Are interested in participating in committee work and lending their voice to Blanche River Health
- Are over the age of 18

**Please complete this form.**

First Name \_\_\_\_\_ Last Name \_\_\_\_\_

Email \_\_\_\_\_

Phone \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

The following questions will help us get to know you better.

Are you a:  Family member of a patient  Patient

Have you or your family used the services of Blanche River Health in the past 3 years?  Yes  No

Which Department provided care for you or your family?

Emergency Room  Outpatient Clinic  Inpatient Unit  Diagnostic & Lab Services

Other: \_\_\_\_\_

Why do you want to be a Patient and Family Experience Advisor? Tell us about opportunities for improvement you have observed or what you feel we could do differently to better serve patients and families.

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Please specify your availability to participate in meetings or events? (i.e. daytime, evening)

Daytime (between) \_\_\_\_\_ and \_\_\_\_\_ / Evenings (between) \_\_\_\_\_ and \_\_\_\_\_

What is your preferred meeting format?

In person  Virtual session

Applicants Signature: \_\_\_\_\_

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

Thank you for your interest in becoming a Patient Experience Advisor

All information contained on this form is considered confidential and is intended for use by the Blanche Rive Health Patient Experience Advisor Selection Committee only. You may be contacted upon receipt of this application form to participate in a face-to-face interview.

Please email your completed application to [patientexperience@blancheriverhealth.ca](mailto:patientexperience@blancheriverhealth.ca) or you can drop it off at the Kirkland Lake or Englehart Site – attention Quality Leader.

Or mail it to:

Blanche River Health  
Patient and Family Experience Advisor Program  
145 Government Road East  
Kirkland Lake, Ontario  
P2N 3P4  
Attention: Quality Leader