

## HURON PERTH HEALTHCARE ALLIANCE

FOR IMMEDIATE RELEASE

May 26, 2017



### Patients as Partners

#### ***HPHA Looking to Recruit More Patient Partners at all Hospital Sites***

The Huron Perth Healthcare Alliance (HPHA) is looking for patients and family members to serve in a volunteer capacity together with our staff, leaders and physicians to help make the care and service we provide even better.

If you have been a patient, or are a patient's family member or caregiver, who has experienced care at any of the HPHA sites – Clinton Public Hospital, St. Marys Memorial Hospital, Seaforth Community Hospital and/or Stratford General Hospital – in the last two years and you are able to share your insights and information about your experience, we invite you to consider joining our growing number of Patient Partners.

“Patients and their families have valuable wisdom gained from their healthcare experiences that can be used to make improvements to how we deliver care at HPHA,” says Anne Campbell, Vice President Partnerships & Patient Experience & CNE. “Patient Partners help to shift the care experience to a more patient and family centred approach.”

Patient Partners participate in ways that best match their interest, experience and availability. Some of the ways that partners can contribute at HPHA include: participating on Unit Action Councils, committees, and short and long-term improvement projects. Patient Partners also participate in story sharing – telling staff, physicians, leaders and other patients about their hospital experiences.

Our current community of Patient Partners is a dynamic group of individuals who have a range of experiences at HPHA hospital sites and within the healthcare system as a whole as patients, family members and caregivers.

“Patients and Family members sharing their rich insights at the HPHA decision making table, helps to humanize the cumbersome and sometimes unwieldy medical system,” says Cathy Bachner, a Patient Partner who experienced care not only at HPHA hospital sites but also in London after suffering from Necrotizing Fasciitis – also known as the flesh eating disease. Since becoming a Patient Partner in 2014 Cathy has worked on a wide variety of initiatives and committees associated with planning, performance, research and evaluation including Bedside Change of Shift and the Patient Experience Survey.

If you are interested in applying to be a Patient Partner, this may be done online by visiting the HPHA website at [www.hpha.ca](http://www.hpha.ca) and finding the application in our Volunteers and Foundations section under the heading Patient Partners. To learn more about the position please contact our Patient Experience office at 519-272-8210 ext. 2737, toll free at 1-888-275-1102 ext. 2737 or via email at [patientexperience@hpha.ca](mailto:patientexperience@hpha.ca)

“Every voice and every perspective holds precious insight to help grow our healthcare system,” concludes Bachner.



## Help Make a Difference

“My voice has given teams an idea what it is like to experience care from the patient’s perspective.”  
*Cathy, Patient Partner*

### Become a Patient Partner

Patient Partners provide valuable perspectives and have a direct impact across a wide range of initiatives, programs, services and policies to improve the experience of care at the Huron Perth Healthcare Alliance (HPHA).

If you, or a loved one, has experienced care at any HPHA hospital in the last two years and are interested in making a difference we invite you to contact the Patient Experience Office at:



519-272-8210 ext. 2737  
Toll-Free: 1-888-275-1102  
Email: [patientexperience@hpha.ca](mailto:patientexperience@hpha.ca)  
Online application is available at [www.hpha.ca](http://www.hpha.ca)

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*PHOTO CUTLINE: HPHA is currently recruiting Patient Partners! For more information contact the Patient Experience Office or visit HPHA’s website at [www.hpha.ca](http://www.hpha.ca)*

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**For more information please contact:**  
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