

Huron Perth Healthcare Alliance	
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Patient Experience -Patient Partners at HPHA	Review/Effective Date: August 29, 2017
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Purpose

The Huron Perth Healthcare Alliance (HPHA) is committed to providing the best possible patient and family experience. The Patient, Family and Staff Experience Framework creates an infrastructure that embraces a culture where the voice of the patient and the voice of the staff co-create the way we deliver health care services.

Definitions

Patient Partners

A Patient Partner is a patient, a patient's family member or caregiver who has experienced care within the past two years at any of the four sites of the HPHA. A Patient Partner is interested in sharing their unique thoughts and perspectives based on their experience, to ensure that the voices of the patients and families are heard, considered and included.

Role of a Patient Partner

Patient Partners share their valuable insights and first-hand knowledge of how services impact patients and their families. They serve in a volunteer capacity and work together with staff, leaders and physicians to acknowledge both exemplary care and areas for improvement. They also provide input and influence on the policies, programs and practices that impact the quality of care and services that individuals and their families receive at HPHA.

Commitment

Patient Partner involvement will occur at various levels throughout the HPHA:

- Story Sharing – by sharing their hospital and care experiences with staff, physicians, leaders and other patients.
- Committee Membership – by having direct input and influence in committee meetings with staff, physicians, leaders and other Patient Partners and working together to identify and resolve issues that result in improvements to the quality of care and patient experience. In addition to patient care issues, Patient Partners provide input into organizational processes, facility design, education, research, patient safety and staff orientation.
- Quality Improvement projects
- Unit Action Councils
- Input on process improvements
- Member of the Board Quality Committee
- Bedside Patient Surveying

We match Patient Partners based on their interest, experience and availability; opportunities are unlimited.

The commitment of the HPHA is to ensure we do nothing for the patient without the patient.

Policy

The HPHA has made Patient and Family Centered Care (PFCC) a priority. The principles of PFCC are embedded into everything we do. The term 'person centered care' is terminology that encompasses the philosophy that patients, family and staff require attention and support to achieve an excellent patient/staff experience.

HPHA is committed to always seek the voice of the patient and the voice of the staff. Partnering with patients and their families and staff contributes to a culture of exceptional patient, family and staff experience. Patient partners and staff working together will help identify opportunities to improve the way we provide care based on their experiences.

For patients, it is described as a partnership between a team of health providers and a patient where the patient retains control over his/her care and is provided access to the knowledge and skills of team members to arrive at a realistic plan of care and to the resources to achieve the plan. The patient (and their family, if applicable) is at the centre of their own health care. ***It involves listening to patients and families and actively engaging them as a member of the healthcare team when making care decisions and also involving them as partners in designing how care is delivered.*** When the patient is at the centre, the healthcare system revolves around their needs rather than the needs of healthcare providers, fiscal pressures or space allocation. Person centred care means that patients are working with their healthcare providers to determine health goals, treatment plans, and delivery processes that are realistic and achievable.

For staff, physicians and volunteers ("staff" will include these three categories), it is a partnership with patients, family members and the inter-professional team to deliver evidence based care in the most effective manner. It involves opportunities for staff members to voice opportunities to improve care processes.

