

Camrose Primary Care Network Patient and Family Advisors – Recruitment

The Camrose Primary Care Network (PCN) wants to engage with and respectfully listen to patients and families. Having these meaningful conversations helps us practice what we value and increases our health system's safety, transparency and accountability to Albertans.

At this time the Camrose PCN is seeking Patient and Family Advisors to volunteer their time regularly as an advisor for our Camrose PCN Priority Initiatives which include: **Prevention and Chronic Disease Management; Obstetrics; and Geriatrics**. As well as for our **Camrose Inpatient Care Program (Hospitalist Program)**.

Why We Need Patient & Family Advisors

It's a matter of building trust with you...We know from experience that delivering the best service starts with finding real ways to listen directly to the voices of patients and families. This is why the Camrose PCN is:

- Asking for your input right at the points where healthcare is delivered;
- Engaging patients or families as advisors when we plan health services; and
- Asking for your perspective to help Camrose PCN leadership understand what matters most from the point of view of patients and families.

Camrose PCN wants to engage with and respectfully listen to patients and families. Having these meaningful conversations helps us increase our PCN's safety, transparency and accountability to the patients we serve.

Why You Should Get Involved

When advisors tell us about their experiences they directly contribute to improving safety and quality of everyone's care. They inspire and encourage our PCN physicians and healthcare providers and strengthen our primary care community.

Advisors May:

- Participate in service delivery planning for PCN priority initiatives;
- Attend one time focus groups;
- Speak at conferences;
- Collaborate in solving primary care issues;
- Get involved in short term working groups;
- Give feedback about PCN communications plans; and/or
- Help to educate others by talking about their PCN experiences as they relate to improving patient and family centered care.

Advisors Have:

- Have excellent listening skills;
- Are compassionate and have time to speak up for the benefit of others;
- Have personal patient/family **PCN or primary care related experience**;
- Can talk about aspects of their personal experience without feeling emotionally vulnerable;
- Have good self-awareness about how and what you say and do affects others;
- Can talk about both changes needed **and** what is working well;
- Can maintain others' privacy and confidentiality;
- Bring and listen to diverse points of view (in terms of geographic locale, age, gender, culture, ethnicity, education, employment or abilities) that reflect the population of Alberta; and
- Share their points of view and skills, abilities, experiences, and networks to help advance Patient & Family Centered Care within the Camrose PCN.

Depending on the type of involvement, the Camrose PCN may ask you to:

- Think about your availability in order to make a minimum time commitment; and
- Sign a confidentiality agreement.

For more information, contact Stacey L. Strilchuk, Executive Director, Camrose Primary Care Network
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