

As an academic health sciences centre (teaching hospital) Thunder Bay Regional Health Sciences Centre has a mission to deliver a quality patient experience in an academic health care environment that is responsive to the needs of the population of North Western Ontario.

Patient and Family Centred Care is the philosophy that guides us. Patient and Families are at the center of everything we do. We will focus our efforts on Patient Experience, Seniors' Health, Comprehensive Clinical Care, Indigenous Health and Acute Mental Health.

Patient and Family Centred Care (PFCC) is respectful of, and responsive to individual patient/family preferences, needs, and values, and ensures that those values guide all clinical decisions. PFCC involves partnerships with patients, families and healthcare providers to achieve safe quality care.



Working together...  
Caring together...  
Healthy together.

If you are interested in becoming a Patient Family Advisor, please contact:

Patient and Family Centred Care  
Thunder Bay Regional Health Sciences Center

980 Oliver Road  
Thunder Bay , ON P7B 6V4

Telephone: (807) 684-7322

Email: [PFCC@tbh.net](mailto:PFCC@tbh.net)



Thunder Bay Regional  
Health Sciences  
Centre

[www.tbrhsc.net](http://www.tbrhsc.net)



Becoming a  
Patient  
Family Advisor



Thunder Bay Regional  
Health Sciences  
Centre

healthy  
together



## What Patient Family Advisors Do

Patient Family Advisors share their valuable insights and first-hand knowledge from experience of how services impact patients. Patient Family Advisors help us meet the needs and priorities of our patients, families and community. Input from Patient Family Advisors influence the policies, programs and practices that shape the care and service that people receive at Thunder Bay Regional Health Sciences Centre.

## Patient Family Advisors (PFA's) are...

- Volunteers that help us to meet the needs and priorities of our patients, families and our community
- Anyone who has had care experiences at TBRHSC within the past 2 years
- Selected through an interview process and provided with education, orientation and support
- Experts who advise the organization about the experience of what went well and why, as well as what could be done different to improve patients experience
- Partners in policy and program development
- Partners in providing education to staff, physicians and learners
- Active partners in “everything we do”

## Effective Patient Family Advisors...

- Believe they can make a difference
- Have good listening and communication skills
- Are open-minded and positive
- Want to find solutions
- Are able to bring forth insight from personal experiences to better aspects of patient care

## Time Commitment

You decide how much time you volunteer as a Patient Family Advisor.

It can be by:

- Sharing your hospital experience with healthcare providers
- Providing input/feedback on hospital processes
- Becoming a member of an ongoing committee, council or working group
- Attending at least 5 of the monthly Patient Family Advisory Council meetings

## How to apply

Start your journey to make a difference...

If you are interested in becoming a Patient Family Advisor, please contact [Patient Family Centred Care at 684-7322](tel:684-7322) or [PFCC@tbh.net](mailto:PFCC@tbh.net)

The Patient Family Advisor application process includes:

- An interview
- Application and reference forms
- Patient Family Advisor orientation
- Criminal Records Check

## Parking

Parking passes are provided when you are acting in a Patient Family Advisor role.