

Tips for New Patient Partners

Questions to Consider about Patient Engagement:



Why should I volunteer my time to participate as a Patient Partner?

- To have a chance to improve quality and safety for patients and families
- Meaningful interactions and contributions to make positive changes in health care
- Opportunity to better understand and share information about patient and family centered care and the health system



What is the role of a Patient Partner?

- To provide a patient and family member voice that helps support reflection on decisions from a new or different perspective
- To share knowledge from lived experience and learning to constructively partner in improving the big picture
- To bring a unique view point to the table as a representative of the patient and family community



When is the right time to think about becoming a Patient Partner?

- It is important to make sure that involvement in this work occurs at the right time of health and healing in your health care journey. This means that you are able to share your experience and see beyond it to use what you have learned to support improvement of the “bigger picture”.
- Are you able to commit to volunteer hours in your schedule right now? Is it realistic, given other commitments in your life?

Tips for New Patient Partners

Questions to Consider about Patient Engagement:



Where are patient engagement opportunities located?

- Many opportunities are in-person activities found in your own community such as at a local facility, hospital or health care center.
- Additional options allow patient advisors to participate online, by teleconference / videoconference or travel to other communities.
- Invitations will always indicate the preference of how and where patient involvement is requested.



I'm interested in addressing a specific issue or concern. Is this the right avenue to focus my efforts on that cause?

- There are many opportunities that cover a wide array of topics and areas of focus across Island Health. At this time, patient engagement activities are identified by our health care teams.
- If you feel strongly about addressing or resolving a particular concern, the Patient Care Quality Office or Health Care Leaders in the relevant program area are available to support you.



What does meaningful patient engagement look like?

- Participation on long term committees, quality councils or short term working groups
- Attendance at meetings or focus groups to contribute a patient perspective
- Provision of feedback on health care service delivery, planning and education materials
- Education of others by sharing your patient experience story in support of improvement to patient and family centered care