

### **Purpose and Goals:**

Our population is growing, aging, and changing faster than our health care system. As part of the work to address this, Island Health is currently undertaking Clinical Service Planning to ensure the services it delivers are prevention-focused and that the system is making the best use of its available resources.

This engagement opportunity will inform the development of a new 5-year Clinical Service Plan for Critical Care Services.

Critical Care Services help patients with life-threatening illnesses or injuries that require specialized treatment, close monitoring, and higher patient to nurse/doctor ratios than general medical wards in a hospital. Conditions like heart or respiratory failure, or injuries sustained from physical trauma like serious car accidents, falls or serious wounds are examples of cases that might require critical care. Within the hospital, these services are delivered for adults in Intensive Care Units (ICUs), High Acuity Units (HAUs), and Close Observation Units.

### **Opportunity for Involvement:**

We are looking for up to **10 patient partners**, including family members and caregivers, with lived experience accessing Critical Care Services to share information about their experiences. In either one-to-one meetings or small group focus groups, the questions asked will include:

- What went well in your experience of accessing critical care services?
- What kinds of system-related challenges did you experience?
- Based on your experience, what other information do you believe is important for us to know in order to improve critical care services?

These focus groups and/or one-to-one interviews will be conducted with an Island Health Planning Consultant. The information collected will be confidential and used solely to identify key themes to inform improvement opportunities. Artificial Intelligence will not be used in the collection or analysis of information.

Depending on the number of participants, there will be up to two 90-minute focus groups held virtually via Microsoft Teams

These focus groups will take place on:

- **July 27 at 10:00 a.m.**
- **July 30 at 10:00 a.m.**

There will also be an additional 1-hour session on **October 29, 2026 at 10:00 a.m.** to share what we heard and how your input helped shape the Critical Care planning process



Scan the QR code to learn more about patient partnership at Island Health and to link to My Impact to get started on your profile.

Title

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### Level of Engagement:

Consult

### Expected Commitment Length:

Two sessions with a follow-up “Closing the Loop” session

### Honorarium:

No honorarium currently being offered

### Posting Close Date:

July 2, 2026, at 3 PM

### For More Information

- Visit [www.islandhealth.ca/patient-partnership](http://www.islandhealth.ca/patient-partnership) to learn more about patient partnership at Island Health.
- Email [patient.experience@islandhealth.ca](mailto:patient.experience@islandhealth.ca) if you have questions or would like to learn more about this opportunity.
- To submit an expression of interest to join the **Planning for Future Critical Care Services**, set up a profile on My Impact <https://bttr.im/equv5> and someone from the Island Health Patient & Public Partnership Program will get in touch.