

## Purpose and Goals:

Island Health is building a new plan to strengthen how we measure, understand and respond to patient, client and family experiences across the care journey. This includes what methods we use to hear from clients, patients and families (e.g. surveys, comment cards, etc.) and how we take action and demonstrate impact across the system on improving patient and family experience. The purpose of this focus group is to obtain input into a draft future state plan for patient and family experience feedback and measurement.

## Opportunities for Involvement:

The session will be held virtually on MS Teams.

Please choose from one of two sessions. There are 6-10 seats available in each session:

- Thursday, June 11 from 2:00 pm to 3:30 pm **OR;**
- Friday, June 12 from 10:30 am to 12:00 pm

Send an email to [patient.experience@islandhelath.ca](mailto:patient.experience@islandhelath.ca) to indicate which session you'd prefer, or if you could attend either session.

The draft plan will be circulated before the session.

## Level of Engagement:

This focus group is at the level of Involve on the IAP2 Spectrum of Public Engagement

## Expected Commitment Length:

This is a one time engagement.

## Honorarium:

No honorarium is available for this engagement.

## Posting Close Date:

You can express interest in this opportunity until 3:00 pm on June 3, 2026.

## For More Information



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.

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- 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 Future State of Patient and Family Feedback & Measurement set up a profile on My Impact <https://btrr.im/equv5> and someone from the Island Health Patient & Public Partnership Program will get in touch.