



ST. JOSEPH'S
GENERAL HOSPITAL
ELLIOT LAKE

Patient and Family Advisory Committee (PFAC)



INFORMATION BOOKLET

What are Patient and Family Advisors?

Patient and Family Advisors (PFAs) play a role in helping hospitals become patient- and family-centred in the delivery of their services. PFAs are a diverse group of people who enjoy working with others and contributing ideas, while being able to hear and balance different perspectives with compassion and respect.

PFAs are patients or family members of patients who have received care at St. Joseph's General Hospital Elliot Lake (SJGHEL) and either are invited to become members or apply to become members of our Patient and Family Advisory Committee (PFAC).

To be a successful member of PFAC you must:

Be empathetic.

You have an interest in and show concern for improving the healthcare experience for all patients and their families, beyond your own personal experience.

Be able to attend and participate in meetings.

You are required to read provided materials and prepare for Committee meetings, which occur monthly September through to June.

Share your insights.

You have a positive approach and share insight and information about your experiences in ways that will benefit others, while listening to and respecting different points of view.

Collaborate.

You are able to communicate and cooperate with individuals whose backgrounds, experiences and lifestyles may be different than your own.

PFA Roles and Responsibilities

At SJGHEL, active members of our Patient and Family Advisory Committee (PFAC):

- Serve as a communication channel and act with the overall goal of improving relationships between patients, families and Hospital staff.
- Provide a way for patients and families to assist in evaluating and providing input on the delivery of Hospital services and programming to our patients.
- Collaborate as a partner with staff, Physicians and Administration in the planning and operation of programs and services to enhance care.
- Establish a link between our Hospital and the community at large.
- Provide opportunities for staff to listen to first-hand experiences of our patients and their families.

PFAS are expected to be:

- Respectful of others.
- Comfortable speaking in a group and interacting with others.
- Able to use their personal experiences constructively.



What Happens During a PFAC Meeting?

As a PFA you get the unique experience and opportunity at PFAC meetings to interact with many different professionals at our Hospital, including but not limited to:

- Chief Executive Officer (CEO)
- Vice President of Quality and Clinical Services
- Clinical Educator/Professional Practice Lead
- Nurse Managers
- Infection Prevention and Control Officer
- Privacy Officer

During PFAC meetings, our PFAs will:

- Participate in group discussions to talk about ideas for how our Hospital can improve its care, quality, safety and services.
- Provide insight from the patient and family perspective about presented Hospital policies, care practices and patient education materials.
- Identify patient and family needs and concerns.

BENEFITS OF PFAC:



Patients and families are involved in various levels of decision-making.



Patients are involved in planning to ensure that services provided meet patient and family needs/priorities – “patient-centered culture”.



Promotion of respectful, effective partnership and collaboration with the public.



Patients and families become advocates for healthcare in our community.

How Do I Apply to Be a PFA?

Download a copy of SJGHEL's **Volunteer Application Form** by visiting our website, here:

<https://sjghel.ca/wp-content/uploads/2022/10/Volunteer-Application-Form.pdf>

		ST. JOSEPH'S GENERAL HOSPITAL ELLIOT LAKE		<small>70 Spence Road Elliot Lake, ON N3A 5A5 Ph: (705) 868-7330 www.sjghel.ca www.facebook.com/sjghel</small>		
VOLUNTEER APPLICATION FORM						
<small>Thank you for applying to be a Volunteer at St. Joseph's General Hospital Elliot Lake/Oaks Centre/St. Joseph's Manor. *Please be advised that proof of full vaccination against Covid 19 is required unless exempt by legislation*</small>						
APPLICANT NAME:						
STREET ADDRESS:						
CITY:						
POSTAL CODE:						
PHONE:						
EMAIL:						
Languages Spoken: English <input type="checkbox"/> French <input type="checkbox"/> Other: <input type="text"/>						
<small>Please indicate the times when you are usually available for a volunteer assignment.</small>						
Sunday Time	Monday Time	Tuesday Time	Wednesday Time	Thursday Time	Friday Time	Saturday Time
VOLUNTEER PROGRAMS/SERVICES						
<small>Please note that each volunteer program/service listed below is considered to be separate and individual from one another. Please check your preference. Check more than one if applicable.</small>						
Hospital			St. Joseph's Manor			
<input type="checkbox"/> Clerical <input type="checkbox"/> Wayfinding <input type="checkbox"/> Clergy			<input type="checkbox"/>			
<input type="checkbox"/> Pastoral Care Visitation/Holy Communion			<input type="checkbox"/>			
<input type="checkbox"/> Companionship <input type="checkbox"/> Patient Family Advisory Committee			Oaks/Camillus Center			
<input type="checkbox"/>			<input type="checkbox"/>			
Volunteer Experience:						
Skills						
Hobbies						
Training						
CERTIFICATION						
I certify that statements made on this Application are true.						
Applicant's Signature:			Date:			
<small>Please submit completed applications to volunteer@sjgh.ca or through our facebook page</small>						

Your completed copy of the **Volunteer Application Form** can:

- be emailed to volunteer@sjgh.ca or
- printed and dropped off at Switchboard in an envelope
“ATTN: Human Resources re: Volunteer Application”



Patient Relations

“COMPLIMENTS & COMPLAINTS”

At SJGHEL, we believe that your feedback, whether it is a compliment/commendation, a concern, or a formal complaint, is an opportunity for us to learn and to improve the quality of care and overall experience that we provide to our patients.

To access our Patient Experience Survey:

1. Ask for a paper copy from a staff member.

OR

2. Enter the following URL into your web browser:

<https://www.surveymonkey.com/r/SJGHEL>

OR

3. Open the camera app on your smartphone and scan the QR code.



SJGHEL Patient Relations Team

Phone: (705) 848-7182 ext. 2419 or ext. 2412

Email: patientrelations@sjgh.ca

Mail: ATTN: Patient Relations

St. Joseph's General Hospital Elliot Lake

70 Spine Road

Elliot Lake, ON P5A 1X2

Mission, Vision and Values

OUR MISSION

As a Catholic Healthcare Organization, our Mission is to build on the legacy of our Founders, the Sisters of St. Joseph of Sault Ste. Marie, and continue the healing ministry of Jesus, serving all who come to us for care.

OUR VISION

Our vision is to work in collaboration with health providers to establish a first-class Centre of Excellence for patient health care in our region.

OUR VALUES

Compassion: We will show kindness, caring and a willingness to help others, without judgement.

Humility & Harmony: We will lead and care with humility, putting the interest of others first to help build unity.

Respect: We value each other's time and opinions and treat each other as we would like to be treated.

Integrity: We will follow through on our commitments and remain accountable for our attitudes and our actions.

Social Responsibility: We will create conditions for marginalized voices to be heard, defend the vulnerable, and advocate for social justice.

The Sacredness of Life: We will ensure dignity and respect for life from conception to natural death.



ST. JOSEPH'S
GENERAL HOSPITAL
ELLIOT LAKE

Developed in partnership with
St. Joseph's General Hospital Elliot Lake
Patient and Family Advisors
