

## Vision

To ensure all patients and families of the Centre for Family Medicine are well informed and actively engaged with their healthcare providers as partners in managing their healthcare by developing positive relationships and effective communication strategies while respecting individual beliefs and values.

## Mission

To give a patient perspective to the delivery of primary health care at the Centre for Family Medicine by providing feedback on patient experience, quality improvement initiatives and patient safety.



## Interested in becoming a Centre for Family Medicine Patient/Family Advisor?

Call: (519) 783-0020 x 3075  
Email: [pfac@family-medicine.ca](mailto:pfac@family-medicine.ca)


Download, complete and submit the application form on our website: [www.family-medicine.ca](http://www.family-medicine.ca)

Click on the Patient Info tab, and then the Patient and Family Advisory Council tab. <http://family-medicine.ca/patient-resources/patient-and-family-advisory-council/>


A paper copy of the application is available by calling 519-783-0020 x 3075. You can either pick the application up or request that it be mailed.

The Centre for Family Medicine  
10B Victoria Street South  
Kitchener, Ontario  
N2G 1C5  
(Administrative Office)



 *The Centre for Family Medicine*

**Family Health Team**

 *The Centre for Family Medicine*

**Family Health Team**

## Become a Centre for Family Medicine Patient/Family Advisor



*Do you have ideas about how the Centre can improve the patient experience?*

*Do you have suggestions on how we can do things better?*

## The Patient and Family Advisory Council is looking for people who are:

- ◆ Committed, reliable, trustworthy and believe their investment of time can make a difference
- ◆ Willing to share their CFFM stories, and also think beyond their own personal experience
- ◆ Good listeners who respect other opinions and perspectives
- ◆ Bring a positive, solution-oriented attitude to discussions
- ◆ Keep any information they hear as an advisor private and confidential

## The Role of the Patient and Family Advisor:

- **Share their experiences**  
They share their healthcare experiences (positive and negative) with staff and other patients.
- **Participate in committee work**  
They bring an invaluable perspective to the planning and decision making table.
- **Review and help create education or information materials**  
They help review or create materials such as forms, health information handouts and care plans ensuring materials are meaningful, and easy-to-understand.
- **Work on short-term projects**  
They may partner with us on special projects, such as helping us launch a new initiative or service.

### Why are Patient and Family Advisors important?

Their voice will help us identify and address patient and family needs in all aspects of care, improve access, ensure clear, respectful, timely communications, simplify processes and make it easier to navigate the healthcare system.

### What qualifications are required?

You don't need any special qualifications. What's most important is your experience as a patient or family member and your willingness to share your experience and ideas in a constructive way.

If you or a family member have been a patient of the Centre for Family Medicine for at least one year and you are over the age of 18, you are eligible to be a Patient and Family Advisor.

### Selection Process

All applications will be reviewed by a selection committee. Successful applicants must sign Confidentiality and Conflict of Interest agreements.

### What is the time commitment?

Patient and Family Advisors must commit to serving on the council for a minimum of one year. The time commitment varies depending on the projects, but typically advisors can expect to volunteer 2-4 hours per month.