



# QuickTip

ACCREDITATION | December 5 to 9, 2022

Q-Tip #11

## PATIENT ENGAGEMENT

- Client/patient engagement is essential to providing safe and high-quality care
- WCH Experience Advisors are clients/patients, their care partners, and community members who share their lived experiences and provide input on:
  - ✓ WCH programs, initiatives, and projects
  - ✓ Patient education materials & hospital policies
  - ✓ Hiring panels
- WCH measures patient experience through a number of patient experience surveys
- The [Patient Relations Office](#) works with clients/patients to facilitate resolution of concerns, receive feedback and improvement suggestions
- To learn more visit [mywch.ca](http://mywch.ca)

*Client/patient engagement leads to better health outcomes and positive patient experiences*



**STRONGER  
TOGETHER.**

WOMEN'S COLLEGE HOSPITAL  
ACCREDITATION 2022

**WCH** WOMEN'S  
COLLEGE  
HOSPITAL