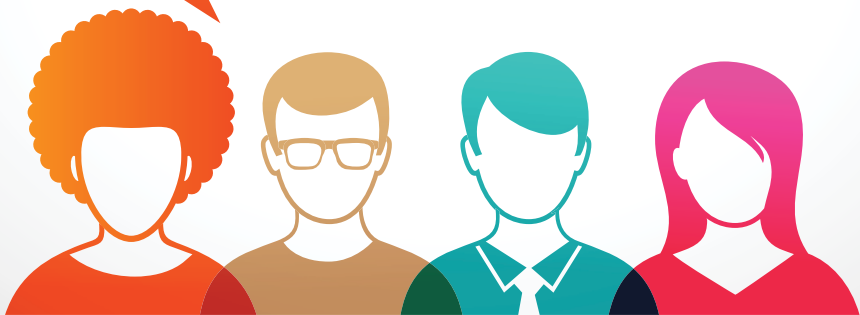


Experience Advisor Program



Women's College Hospital Experience Advisor Handbook

Thank you for your interest in partnering with Women's College Hospital (WCH) as an Experience Advisor. **The Experience Advisor Program** is an opportunity for patients, families, caregivers and community members to share their experiences and perspectives to improve care experiences at WCH. Experience Advisors work with WCH to directly impact hospital initiatives, program and services. This handbook provides some background information to help you decide whether being an Experience Advisor is right for you.

What is an Experience Advisor?

Experience Advisors are patients, families, caregivers and community members interested in sharing their experiences and providing input into various initiatives, programs and services at WCH. They help WCH provide care and services that are more responsive to needs of the community by:

- Sharing the patient perspective to generate ideas to improve experiences for all
- Building understanding about patient, family and caregiver experiences
- Contributing to organizational change and innovation

What do Experience Advisors do?

Share your story - Sharing stories about your experiences, whether positive or negative, is an important way to learn and better understand how a care experience can be improved.

Participate on committees and project teams - You'll bring the patient perspective to the planning and decision making table, to both on-going committees and short-term projects.

Review and help create information materials for patients and the public -

You'll help us create materials and resources that are meaningful and easy to understand.

Provide input on hospital policies - You'll bring the patient perspective to the service and design level by providing input on hospital policies and procedures.



What can Experience Advisors expect?

- A rewarding experience and the knowledge they are positively impacting the care experience at WCH
- To receive orientation and training to be an engaged advisor
- Accessible meeting rooms
- To be kept informed about how your feedback contributes to changes and improvements
- To have abbreviations, acronyms and terms clearly defined/explained. Advisors should ask for clarification when something is unclear.
- Advisors who participate on committees and projects teams can expect meetings to be held Monday through Friday. Frequency of meetings is dependent on the work of each committee and/or the scope of your particular project.

What qualifications are required?

No special qualifications are required and Experience Advisors are not required to have had a care experience at WCH. What is most important is your experience and your willingness to share your story and ideas in a constructive way. It is important that Experience Advisors are:

- Willing to talk about your experiences and able to share insights and information in a way others can learn from them
- Comfortable speaking in a group in an open manner
- Passionate about improving healthcare experiences for others
- Able to listen well and respect the perspectives of others
- Able to see beyond your own experiences and see the big picture
- Able to bring a positive attitude
- Able to work collaboratively with other experience advisors and hospital staff
- Able to maintain confidentiality of patient and organizational information



What is the time commitment?

The time commitment and meeting frequency varies depending on the specific projects or activities in which each advisor is participating.

How do I become involved?

Apply by completing an Expression of Interest form available at www.womenscollegehospital.ca/experienceadvisor or by e-mailing patientexperience@wchospital.ca

Applications are reviewed and we will contact you to discuss your application and next steps.

Depending on the scope of the specific engagement opportunity, participants in the Experience Advisor Program may be required to submit a satisfactory criminal records check and the results of a negative two-step Tuberculosis (TB) test. Further information is provided at the time of acceptance to the program.

Who do I contact if I have questions?

For more information about the Experience Advisor Program, contact the Quality, Safety & Patient Experience Department

patientexperience@wchospital.ca

416-323-6400 ext. 3086

