

Western York Region Ontario Health Team Patient and Family Advisory Council (WYR OHT PFAC) Patient and Family Advisor (PFA) Role Description

PLACEMENT TITLE: Patient and Family Advisor (PFA)

LOCATION: Monthly meetings held virtually using Microsoft Teams or in-person at Cortellucci Vaughan Hospital (CVH)

TIME COMMITMENT:

- 1–2-year term with opportunity to renew.
- 1-hour meetings will be held at least once monthly and may require pre- or post-meeting work.
- PFAs may be asked to participate in other WYR OHT working group activities/committees on an ad hoc basis that may be 2–4 additional hours per month.

Position Summary:

As members of the WYR OHT Patient and Family Advisory Council (PFAC), Patient and Family Advisors (PFAs) bring essential living and lived experiences to system planning and improvement efforts across the health and social care system. Through participation on the Patient and Family Advisory Council, committees, and other engagement opportunities, PFAs ensure that the perspectives of patients, families, and caregivers directly inform decision-making, priority-setting, and service design. Working in partnership with the WYR OHT and its partners, PFAs help shape a more integrated, equitable, and patient-centered system by ensuring that planning and system transformation reflect the real needs, values, and experiences of those who use care and support services. This partnership is grounded in mutual respect, shared accountability, and a collective commitment to meaningful, measurable change.

Primary Responsibilities:

PFAs may be involved in one or more activities that align with their interests, lived experiences, and availability, including:

- Partnering with organizations and teams in the Western York Region to promote patient and family-centered care in all settings;

- Participating in working groups, committees, planning sessions, or focus groups on specific improvement areas related to patient and family engagement;
- Sharing personal stories to promote learning and awareness among healthcare providers, staff, and leadership (only if comfortable);
- Contributing to policy design for patient and family engagement practices;
- Participating in hiring panels to provide input on candidate selection from the patient and family perspective;
- Reviewing and improving patient and family education materials to ensure they are accessible and easy to understand;
- Contributing as a patient partner in research projects, including study planning, implementation, and knowledge sharing;
- Engaging in information-gathering activities to support quality improvement and system planning; and,
- Acting as a positive ambassador for patient and family-centered care throughout the WYR OHT.
- Regularly attend meetings of the Patient and Family Advisory Council
- Participate actively and conscientiously in the meetings, by inquiring on topics and issues being discussed and expressing opinions and sharing relevant insights gained from “lived experience” as a patient, family and/or caregiver
- Participate in other WYR OHT Working Groups, Committees and Collaboration Council activities by:
 - Providing input and recommendations on specific issues and/or projects as part of a co-design process;
 - Support Ontario Health strategies and action plans related to patient and family engagement;
 - Sharing personal experience (positive or negative) from a patient, family and caregiver’s perspective within the healthcare system;
 - Reviewing and providing feedback on project proposals, bringing forward recommendations for initiatives/projects;
 - Assisting as available for meetings, presentations, review of materials and policies; assisting with interviews and onboarding of new WYR OHT members and staff;

- For those PFAs who participate as Members of the Collaboration Council and Integrated Care Advisory Council (ICAC), bringing forward updates, topics and issues to the Collaboration Council as appropriate.

Experience/Interests/Skills

- Healthcare experience as a patient, family member or caregiver, with a healthcare provider in Western York Region (Richmond Hill, Vaughan, King)
- Interest/experience in participating as a Patient and Family Advisor in the context of committee work and other engagement activities
- Interest in the Ontario healthcare structure and OHT structure¹
- Strong diplomacy and effective interpersonal skills
- Possess good communication skills and ability to interact with a diverse group of individuals
- Computer skills computer, tablet or smart phone for emailing, videoconferencing, and document viewing/editing/sharing

Qualities:

- Have desire and commitment to bring about meaningful change for patients, caregivers and families, while demonstrating flexibility and patience
- Comfortable speaking English in a group, and asking for clarification if needed
- 18 years of age or older
- Able to work collaboratively with others (i.e., staff, physicians, other patients, caregivers, family and community advisors)
- Able to share insights and information, and communicate own experiences in a constructive manner
- Able to promote open dialogue, encourage constructive thinking, respect debate and remain focused on solutions
- Able to work with, and maintain confidentiality of sensitive information
- Sufficient time/availability for duties associated with membership of the Patient and Family Advisory Council; meetings primarily held during daytime office hours Monday through Friday.

¹ All patients/caregivers/community members will have access to orientation and instruction in how to share and apply their lived experience to add value to the work of the WYR OHT. Orientation will be provided to all members prior to attending their first meeting.

Recognition and Reimbursement:

On a quarterly basis, Patient and Family Advisors will be provided financial reimbursement for their time based on the number of hours spent on WYR OHT activities.

Confidentiality:

During their term, Patient and Family Advisors (PFAs) will acquire certain knowledge, receive certain information, and create information that is non-public, confidential, sensitive or proprietary relating to the WYR OHT's functions, employees and other persons affiliated with WYR OHT. Prior to joining the Patient and Family Advisory Council for the WYR OHT, PFAs must read and sign a "Confidentiality" Statement.

Vulnerable Sector Screening Check:

Prior to joining the Patient and Family Advisory Council for the WYR OHT, Patient and Family Advisors (PFAs) are required to complete a Vulnerable Sector Screening Check (VSSC) Report and demonstrate a satisfactory result. PFAs will be reimbursed for the cost of obtaining the VSSC Report.

Vaccination Status: As a condition of representing WYR OHT as a Patient and Family Advisor, you are required to submit proof of full COVID-19 vaccination.

Equity, Diversity, Inclusion, and Accommodations:

We strongly encourage applications from candidates from diverse and equity-seeking groups including Francophones, BIPOC, 2SLGBTQQIA+, and people living with disabilities. Accommodations are available upon request for candidates taking part in all aspects of the selection process.