

August 29, 2016

## RVH seeking patient and family advisors

Are you a former Royal Victoria Regional Health Centre (RVH) patient or family member who is passionate about improving local healthcare? In keeping with its commitment to provide the best, patient-centred care possible, RVH is recruiting new members for its Patient Family Advisory Council.

The council is comprised of patients and family members, along with health centre staff and physicians and provides direct input into policies, programs and practices that affect the patient experience at RVH. Through their first-hand experiences, they provide invaluable advice and perspectives on all aspects of care, including access to services, communication and patient information, design of patient programs and space, signage and navigation through the healthcare system.

Since being established in 2014 the council has provided feedback and direction on a wide variety of issues including the introduction of 24/7 visitation, parking, food services, seniors' care and medical assistance in dying.

"The most important voice in healthcare comes from the patient and their family," says Janice Skot, RVH president and CEO. "It is only when we see healthcare through their eyes that we can further improve their experience and ensure they are at the centre of all we do. By working with our patients and families as partners, we will achieve better outcomes, wiser allocation of resources and greater patient and family satisfaction."

Adults who have had a recent experience (within two years), either as a patient or the family member of a patient being cared for at RVH, are eligible to be a Patient Family Advisor. No special qualifications are required. What is most important is their experience as a patient or family member and their willingness to share their story and ideas in a constructive way. Interested candidates can download the application form from the RVH website ([www.rvh.on.ca](http://www.rvh.on.ca)) under the "About RVH" tab or email [patientfamilyadvisory@rvh.on.ca](mailto:patientfamilyadvisory@rvh.on.ca) or call (705) 728-9090 ext. 42319

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About RVH:

RVH is a regional health centre in Barrie, Ontario, located 80 kilometres north of Toronto. As the largest hospital in the region of Simcoe Muskoka, RVH's team of over 350 physicians, 2,500 employees and 850 volunteers provides exceptional care and specialty services to almost half a million residents, including cancer care, stroke services, orthopaedics, intensive care, mental health and interventional radiology. RVH is focused on delivering high-quality, safe care that puts patients and their families first. For more information visit [www.rvh.on.ca](http://www.rvh.on.ca)