



NEWS RELEASE From Halton Healthcare

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Halton Healthcare seeks volunteer Patient & Family Advisors to help improve the patient experience

Halton Healthcare is inviting individuals interested in becoming a Patient & Family Advisor (PFA) to submit an application. Since introducing this volunteer role in 2015, Halton Healthcare's PFAs have been directly involved in a wide array of projects to help improve the quality of care for all patients and family members. This includes providing input on a range of processes, patient and family communications, building and development projects and COVID-19 response programs to name a few.

"Our Patient & Family Advisors volunteer their time in a number of different ways," says Cheryl Murphy, Quality Specialist - Patient Engagement, Halton Healthcare. "They provide a voice that represents patients and families of patients who have received care at any Halton Healthcare hospital or community service. No specific qualifications are necessary, the only requirement is that individuals must have had a recent experience (within the past five years) at Halton Healthcare being a patient, family member or caregiver of a patient and have an interest in making a difference."

Through this advisory role, PFAs will collaborate with members of the healthcare team to provide direct input into policies, programs and practices which affect patient care and services. Short and long-term commitments are available. PFAs have been involved in creating educational and informational materials, participating on interview panels and working on short-term projects, such as the recent implementation of our new hospital information system.

"Becoming a PFA provides an opportunity to share your experiences with staff to provide feedback and suggestions from a patient and family perspective for continuous quality improvement," continues Murphy.

Patient & Family Advisors will participate in ways that best match their interest, experience and availability. The PFAs commit 2-4 hours per month, however, this can change depending on the engagement opportunity.

"Working with the PFAs is one way we continue to engage with our community toward the goal of improving the quality and safety of the care we provide," says Letitia McDougall, Director of Quality and Patient Relations at Halton Healthcare. "This group has played an integral role in enhancing the patient experience at our hospitals. We're looking forward to more representation from our patients and their families and continuing to make improvements with the help of their voices."

If you want to help shape the vision of how Halton Healthcare can improve the delivery of care in Oakville, Milton and Halton Hills, consider applying to join the PFAs. More information about the PFA role at Halton Healthcare and an online application is available on the Halton Healthcare website – www.haltonhealthcare.com.

About Halton Healthcare

Halton Healthcare is an award winning healthcare organization comprised of three community hospitals - Georgetown Hospital, Milton District Hospital and Oakville Trafalgar Memorial Hospital. Together, these hospitals provide healthcare services to more than 325,000 residents in the communities of Halton Hills, Milton and Oakville. Halton Healthcare hospitals have been recognized for their best practices in a number of patient safety and patient care initiatives.

For more information, visit www.haltonhealthcare.com

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