

HOW TO JOIN OUR TEAM AS A PATIENT FAMILY ADVISOR

Are you interested in becoming a Patient Family Advisor at Scarborough Health Network? Then we want to hear from you!

To become a PFA, you must have been a patient or family member of a patient who has received care at one of our hospitals — Birchmount, Centenary or General — within the past three years.

Candidates will be reviewed by a selection committee and may be invited for a short interview. Successful applicants will need to get a vulnerable sector background check. We will provide you with training on PFCC and the hospital, and ongoing coaching and support.

Apply online

You can apply today to become a PFA. Visit us online for more information and to download the application form.

[SHN.ca/PFA](https://shn.ca/PFA)



BIRCHMOUNT

3030 Birchmount Road
416-495-2400



CENTENARY

2867 Ellesmere Road
416-284-8131



GENERAL

3050 Lawrence Ave. E.
416-438-2911

OFFICE OF PATIENT AND FAMILY CENTRED CARE

 416-284-8131
ext. 4938

 pfcc@shn.ca

[SHN.ca/patient-and-family-centred-care](https://shn.ca/patient-and-family-centred-care)



BECOME A PATIENT FAMILY ADVISOR

Make a positive difference at
our hospital by sharing your
health-care experience.

SUPPORTING PATIENT AND FAMILY CENTRED CARE

At Scarborough Health Network, we are committed to Patient and Family Centred Care (PFCC), which is a philosophy that embraces health-care professionals working together with patients and their families to plan, deliver, evaluate and improve health care.

PFCC defines what a quality care experience should feel like at our hospital. The four pillars of PFCC are: **respect and dignity, information sharing, participation and collaboration.**

Key to this philosophy of care is the involvement of Patient Family Advisors (PFAs). These volunteer advisors work with us to develop and promote hospital policies, programs and practices that directly impact patient care and services.

YOUR ROLE AS A PATIENT FAMILY ADVISOR ON OUR TEAM

PFAs play an important role at Scarborough Health Network in many different ways, including:

- **Sharing stories:** PFAs talk about their hospital experiences at meetings with staff and physicians and at other hospital events
- **Developing patient information materials:** PFAs help in reviewing, renewing and creating materials and plans for improving the quality and safety of care for patients
- **Short-term projects:** PFAs partner with health-care teams on specific quality improvement initiatives and projects that are meaningful and bring about positive change
- **Hospital recruitment:** PFAs participate in the recruitment process for new employees and physicians

QUALITIES AND SKILLS WE LOOK FOR IN OUR PFAs

PFAs don't need to have any special credentials — instead, they should be compassionate, understanding and enthusiastic.

Here are some of the characteristics that we are looking for:

- Able to use their health-care experiences to make a positive contribution to our hospital
- Comfortable speaking in a group and collaborating with other patients and families and health-care providers
- Good listeners
- Respectful of others and their perspectives
- Have a passion for helping bring about meaningful change at our hospital

Are you interested in helping to make a difference in the quality of care at our hospital?

Would you like to be involved in the hospital in any of these ways?

Does this sound like you or someone you know? Becoming a PFA may be the right fit for you.