

PATIENT ADVISORS AT ROCKYVIEW HOSPITAL



WHO WE ARE AND WHY WE GIVE OUR TIME AND ENERGY TO SUPPORTING HEALTHCARE

Carol Johnson

Helping ensure patients feel heard and respected

Carol Morgan

Helping our health system work well

Paulette Schmidt

Helping Improve the hospital experience for patients & families

Bev Silverstone

Making a difference in people's lives

Gordon Clysdale

Giving time to listen and share a smile

Dick Olver

Giving back and adding value

What do Patient Advisors Do?

- Advance Patient & Family Centered Care
- Engage in Patient Interviews across the hospital to understand the patient experience, and share with operations.
- Participate in unit councils, project teams, and hospital committees including Quality & Safety, Site Capacity, Quality Assurance, Ethics, and Patient & Family Centered Care to provide input and ideas for improvement.
- Focus on what matters to the patients
 - Respect
 - Empathy
 - Dignity
 - Collaboration
 - Compassion
 - Communication



PATIENT ADVISORS HAVE PERSONAL EXPERIENCE WITH HEALTHCARE, AND A "TOOL KIT" OF SKILLS TO BRING UNIQUE INSIGHTS INTO UNDERSTANDING THE PATIENT EXPERIENCE.