



Patient & Family Advisor Recruitment Package



Contents

Introduction	3
What is the Virtual Patient Engagement Network (VPEN)?	3
Recruitment Process	4
Recruitment Flyers.....	4
Patient Engagement Resources	5
Virtual Patient Engagement Network Request Form	6
Appendices.....	8
Recruitment Flyer Example #1:	9
Recruitment Flyer Example #2	10
Recruitment Flyer Example #3	11
PFA Interview Questions.....	12
PFA Volunteer Role description template.....	14

Introduction

Engaging patient and family advisors in your project is a vital part in ensuring that our healthcare system is meeting the needs of Albertans.

Are you ready to embark on the next step of recruiting patient and family advisors?

To get full benefits from this document, please download and view it in the desktop application. You can then submit the request form using the submission button included.

In this **Virtual Patient Engagement Network (VPEN) Patient & Family Advisor Recruitment Package**, you will have the opportunity to:

- Understand the [recruitment process](#).
- Create a Patient and Family Advisor [role description](#).
- See examples of previous patient engagement [flyers](#) and create one for your project.
- Refer to general [resources](#) for templates, common patient engagement processes and general [interview questions](#).
- Populate the [VPEN request form](#) by answering questions to ensure that we can find the right fit of experience for engagement with patient and family advisors who are suitable for your project.
- Request assistance to help plan engagement activities and develop support processes.

Please send the completed VPEN Request Form to Patient.Engagement.PCA@PrimaryCareAlberta.ca. A staff member will follow up with you within 2-5 business days.

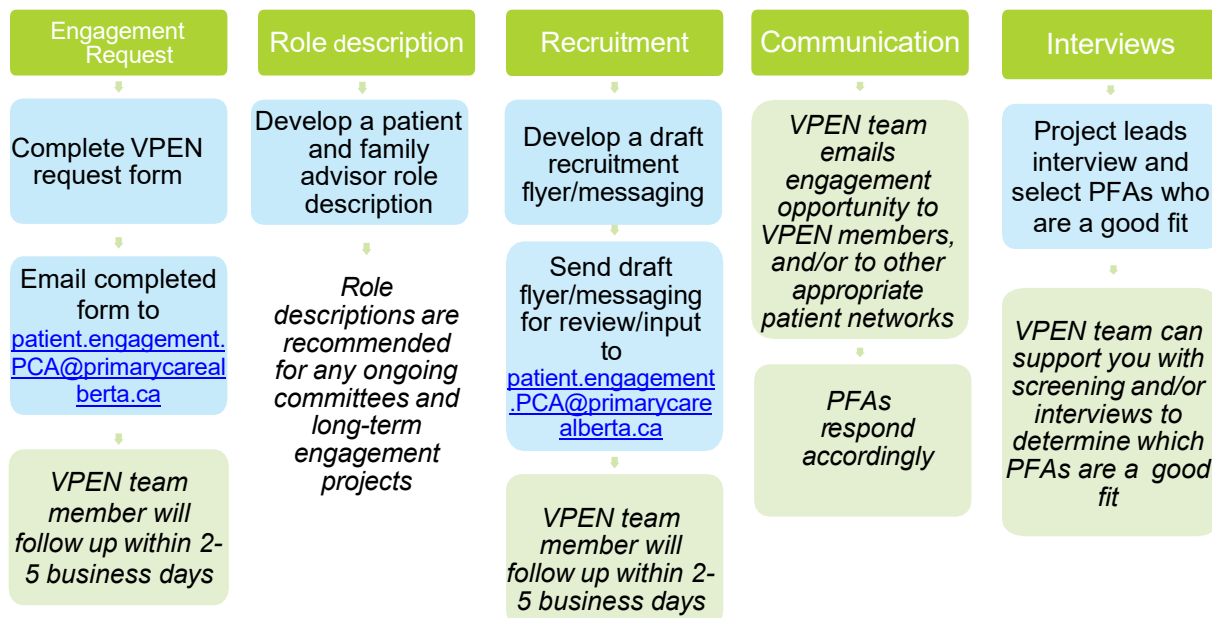
What is the Virtual Patient Engagement Network (VPEN)?

The Primary Care Alberta (PCA) [Virtual Patient Engagement Network](#) (VPEN) connects patients, families and caregivers with people and teams working across the Alberta health system. Its goal is to bring the patient voice and experience into our work, creating connections and fostering collaboration with primary healthcare and other partners.

Patient and family advisors are matched with projects and initiatives that best fit their experiences, interests and availability. These partnerships foster collaborative work with patients, families, frontline staff, clinicians and leaders co-designing healthcare integration solutions.

Recruitment Process

The diagram below outlines the process to recruiting patient and family advisors for engagement opportunities. The information in **blue** boxes are steps for the **requestor** to complete. Start with Role description and Recruitment headings to help complete the VPEN request form. The items in **light green** boxes are for the VPEN team to complete.



Recruitment Flyers

When developing a recruitment flyer/poster, please include the following information:

- Project Title
- Background information
- Patient & Family Advisor role/duties
- Time commitment
- Expenses/compensation, etc.
- Response deadline
- Contact information
- Include your organization logo or appropriate project logos/graphics
- For research projects, include ethics approval number.

See examples of recruitment flyers in the Appendices.

Patient Engagement Resources

- Patient & Family Advisor Recruitment Flyer Templates (see Appendices for examples)
- Patient & Family Advisor Interview Questions (see Appendices for examples)
- Patient & Family Advisor Role Description Template (see Appendices for example)
- [Guidebook for Engaging Patient and Family Advisors](#)
- [International Association for Public Participation: Spectrum of Public Participation](#)
- [How to successfully engage patients and families in building quality-improvement initiatives: 10 Lessons Learned from Patient and Family Advisors \(CFHI/HEC\)](#)
- [How to successfully engage patients and families in building quality-improvement initiatives: 10 Insights from Healthcare Providers and Leaders \(CFHI/HEC\)](#)
- [Patient Partnership: Lessons Learned Through Co-Design](#)
- [The Voice of Patients and Families - Guide to Patient Engagement](#)
- [Resources | Patient & Family Centred Care | Family | The Family & Community Resource Centre](#)
- [The staff liaison role -Tips and ideas](#)
- [Toolkit for Potential Volunteer Advisors](#)

For additional resources or if you have any questions:

❖ **Contact us:** Patient.Engagement.PCA@PrimaryCareAlberta.ca

Virtual Patient Engagement Network Request Form

Date:

Name of Requester:

Contact email/phone:

Position:

Department/Organization:

Scope of project (PCN, clinic, zone, provincial program, research project, Alberta Health, other):

Have you had experience engaging patient and family advisors in any of your projects before?

☐ Yes ☐ No

Purpose of project

What is the goal of this project, initiative, committee or event? What are you trying to accomplish?

What role is the patient and family advisor(s) playing in this process, project, event? *See the Resources section for additional support.*

Please provide other relevant background information:

Method(s) of engagement

What method(s) of engagement will you use (survey, interviews, focus groups, working group, guest speaker, presenter, storyteller, committee/council membership, etc.)? List all that apply.

Will there be any pre-meetings or preparation required for patient and family advisor(s) involved in this opportunity?

Criteria

Be as specific as possible with your desired participant criteria, e.g. adults only; patients &/or family/caregivers; urban/rural/specific zones; other demographic criteria.

What type of patient experience or knowledge do you want people to have?

How many patient advisors are you wanting to engage?

If multiple patient and family advisor(s) express interest, how will you determine who is selected for the opportunity (e.g. criteria and a process for selection; interviews or expression of interest form/letter)?

Do you have budget to support this engagement request (e.g. parking, travel reimbursement, taxi/transit, meals, honoraria, etc. if applicable)?

Timeline

What is the timeline for patient and family advisor(s) to apply or express interest?

Deadline should be at least 2-3 weeks before the project begins.

What is the timeline of your project, e.g. start/end dates, number of months, etc.

How often are you wanting to engage with patient and family advisor(s), e.g. weekly, bi-weekly, monthly on-line meetings, one-time in person engagement, etc.?

Contact

Who should patient and family advisor(s) contact if interested? Please provide contact information.

Who will be the 'staff liaison' or contact person that will be interviewing, connecting and supporting patient and family advisor(s) throughout the project? Please provide contact information.

Please be advised you will need to Save a Copy of the form and then press Submit Request Form

Submit Request Form

For Office Use Only	<i>Entered in tracker:</i>	<input type="checkbox"/> Yes	<input type="checkbox"/> No
	<i>Reviewed by:</i>		
	<i>Date:</i>	<i>Date of email to VPEN:</i>	

Appendices

Recruitment Flyer Example #1:

Patient & Family Advisors for Prehabilitation Program

Alberta Health Services (AHS), in partnership with Alberta Health and the Alberta Surgical Initiative (ASI) are developing a Provincial Prehabilitation program to support Albertans to prepare for surgery so they can recover faster. Two patient and family advisors, who have personal surgical experience are needed to support the development of the program.

Background & Purpose

Work is underway to develop a prehab program that supports Albertans preparing for scheduled/planned surgery. Evidence shows that patients who take steps to improve their physical and mental wellbeing before surgery can have a smoother and quicker recovery. We call this prehabilitation, or “prehab” for short.

Existing prehab programs across Canada and the world have used the time a patient spends *waiting* for surgery to focus instead on *preparing* for surgery. Through nutrition, activity and exercise, psychosocial supports, and managing other medical conditions, patients can reduce their risk of surgical complications. They also report a more positive patient experience and feeling better prepared for their surgery and recovery.

We are looking for two advisors from across the province who:

- Have lived experience as a patient or caregiver of someone (age 18+) who waited 8 weeks or longer for a planned/scheduled surgery.
- Are comfortable with virtual meetings (e.g., Zoom) and email.

Patient & Family Advisor Role: Patient advisors will work collaboratively with the AHS Provincial Prehabilitation Project Team. Your contribution will help ensure the design and useability of patient resources and services meet the need of Albertans preparing for surgery.

Examples of the work you will engage in include the following:

- Influencing or helping to develop patient resources free of jargon and easy for patients and family members to understand and relate to.
- Influencing a program design that will help patients and family members access the information and services they need to feel ready for surgery.

Time Commitment

Over a 4 to 6-month period the time commitment may vary up to:

- 1-2 hours/week virtual meetings
- 1-3 hours/week of independent review and relevant project tasks

For more information or to get involved, please respond by March 10, 2023 to: Kathryn.Coutts@ahs.ca



Recruitment Flyer Example #2

Central Zone Recruitment Patient & Family Advisors



Alberta Health Services (AHS), in partnership with Alberta Health and the Alberta Medical Association, is seeking a patient and family advisor **from the Central Zone with surgery experiences** to support Alberta Surgical Initiative (ASI) Specialty Access work.

Background:

ASI strives to **ensure all Albertans will receive their scheduled surgeries within clinically appropriate targets**. We are focused on improving the patient's surgical journey, from the time they seek advice from their family doctor, to when they are referred to a specialist, to their surgery and their rehabilitation.

This important work will improve patient experience, better utilize resources and advance collaboration with primary care providers and surgeons.

Patient & Family Advisor Role:

Advisors will participate in monthly working groups to discuss Central Zone-specific improvements to referrals and to clinical and patient pathways. **We are looking for 1 patient and family advisor who:**

- Has experienced referrals requiring movement between primary care (family doctor) and specialist services,
- Has had surgery themselves or has experience supporting someone who's had surgery in Alberta within the past 5 years, OR
- Is currently waiting for surgery, or is supporting someone who is waiting for surgery in Alberta,
- Lives in an urban or rural Central Zone community.

Volunteer Commitment:

- 4-8 hours per month (minimum 4 months), including meetings and preparation time.
- Pre-approved out-of-pocket expenses related to in-person meetings will be reimbursed.

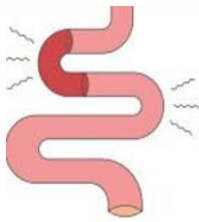
Get Involved:

For more information or to learn more, please respond via email by no later than **Sept. 8th, 2023** to:

Kathryn.Coutts@ahs.ca or Nicole.Farago@ahs.ca

Updated: August 2023

Recruitment Flyer Example #3



Patient and Support Person Engagement Opportunity

IBS MANAGEMENT IN PRIMARY CARE

Do you have irritable bowel syndrome (IBS) and have you visited a family physician for your symptoms?

We would like to know more about your experience managing IBS with your family doctor. Your experience is vital and your input will help us design more appropriate patient care in Alberta to help manage chronic diseases.

The Goal of the Study

We will be working with care partners, including primary care team members, patients and their support persons, to identify an appropriate model of care for IBS. Our focus is on how you can best manage your IBS with the support of primary care healthcare professionals.



- 1 To find out what type of support you currently receive and if there is a need for more support systems in primary care for IBS patients.
- 2 To better understand the gaps in medical care and access to care for IBS patients.
- 3 Speak with patients and healthcare providers to understand what the best version of care looks like in a community setting.

What participation will look like

You will participate in two focus groups. Sessions will be booked based on availability and preference of volunteers. The first will be a virtual focus group (2-hours) in the Fall of 2023 followed by an in-person 2-hour workshop in the Spring of 2024.

Contact:

Please consider sharing your time and experience with researchers at the University of Calgary and the Primary Health Care Integration Network.

Email Adrijana D'Silva (adrijana.dsilva@ucalgary.ca) if you are interested or would like to learn more.

PFA Interview Questions

Date of interview:

Name of applicant:

Interviewer(s):

Set the Scene & Explain Roles

- *These questions are just a conversations guide (do not need to ask every question), to gain a sense of their experiences with relevance to the project; their ability to succinctly share their stories/experiences; work collaboratively as equal partners; and if they are a good fit for the project.*
- Estimate 30-60 minutes per telephone interview; or arrange for a face-to-face coffee chat.
- Build rapport: Introduce yourself, your role, background, why you are involved in patient engagement work.
- Inform the patient/family that you will be taking some notes to keep track of the salient points of your discussion and their health care journey.
- This conversation will help us together determine the best fit of engagement opportunities based on your healthcare experiences and areas of interest.
- Ask if they have any particular/burning questions before you get started.

Example Questions:

1. What interests and excites you most about this opportunity? Or what motivated you to submit an expression of interest? *(What's in it for me) Prompt if needed: What experiences & insights do you feel you could bring to this initiative/project?*
2. Can you tell us about your experience(s) as a patient advisor?
3. If you could change one thing about health care is delivered in Alberta what would that be?
4. What has been your experience navigating health services?
5. What other project work have you been involved in as a patient advisor? If you could pick one, what did you find was most enjoyable and least enjoyable?
6. Have you been part of a project/advisory council before?
7. What frustrates you most about your patient advisory work, sitting on committees, or partnering with the health system as a volunteer?
8. Do you feel confident to share ideas and opinions based on the needs of Albertans versus based only on your own healthcare needs/experiences? To offer different opinions?
9. Do you have a lived-experience story that you'd be comfortable to share with the project team?
10. Given the requirements for this patient advisor position (list requirements) and everything else you have going on in your life right now, is this project something you can feasibly commit to? Is there anything that might get in the way of your commitment?

11. What questions do you have for us?

Offer more information about the work, i.e., background information, meeting schedule, frequency and modality.

Share background reading resources or links as appropriate.

PFA Volunteer Role description template



Volunteer Resources Role Description

Position Title

General Information

Department/Program/Service goals and purpose

Volunteer Role and Boundaries
(Responsibilities & Duties)



Volunteer Resources Role Description

Position Title

Incident Reporting

Orientation & Training

Candidates will complete an online AHS volunteer orientation, a site orientation (if required) and a role orientation to be delivered by the responsible staff liaison.

'Nice to Have' training sessions – For enhancing the volunteer's overall capacity

Staff Responsibilities

Support

Feedback will be facilitated through the Staff Liaison and Volunteer Resources as required.

Date Created/Revised (yyyy-Mon-dd)