

Requesting Patient and Family Advisors

Client and Family Centred Care (CFCC) is an approach to the planning, delivery and evaluation of healthcare that is grounded in mutually beneficial partnerships among health care providers, patients, and families. The four concepts of CFCC are: 1) Respect and Dignity; 2) Information Sharing; 3) Participation; and 4) Collaboration.

The Role of Patient and Family Advisors is to share unique perspectives based on their experiences in care to ensure the voices of patients and families are heard. The Saskatoon Health Region is committed to the development of authentic partnerships from the bedside to the boardroom with Patient and Family Advisors to improve the quality, safety and experience of care.



“Through being a patient family advisor I've gained my voice and have be amazed at the dedication of the staff involved that truly want a system where patient and families are first.” Mickey Booth

Patient and Family Advisors attend an in depth recruitment and orientation process to understand the Saskatoon Health Regions health system goals and their role as our partners in improving care.

Patient and Family Advisors partner with staff in all endeavors—from working with staff to improve processes, sharing stories, being a member of a working group, surveying patients, strategic planning and being members of the 16 Patient and Family Advisory Councils or Regional Steering Committee.

The Process for Requesting and Working with an Advisor is to first complete the *Advisor Request Form* found on the [CFCC Website](http://www.SaskatoonHealthRegion.ca) (www.SaskatoonHealthRegion.ca → Patients → Client and Family Centered Care). It is recommended your request be made five weeks prior to your event to allow for the following process to be followed:

Request an Advisor	Advising Opportunity Posted	Selection Process	Hand-Off Process	Follow Up
Complete online Advisor Request Form (minimum of 5 weeks prior to event)	Advising opportunities posted every Tuesday	Advisor matched to Host	CFCC provides Host with info about the selected advisor Host provides orientation to the advisor	Host provides feedback and confirms advisors hours with CFCC Host provides progress of event to advisor

The process from the request to the follow up after the event is outlined on the Work Standard found on the [CFCC website](http://www.SaskatoonHealthRegion.ca) (www.SaskatoonHealthRegion.ca → Patients → Client and Family Centered Care).

If you would like to consult a Patient and Family Advisory Council contact CFCC for further information.
CFCC@saskatoonhealthregion.ca, 306-655-0120