

Patient Experience Representative (Voluntary Position)

Champlain Regional Diabetes Advisory Committee

The **Champlain Local Health Integration Network's (LHIN)** mandate is to plan, integrate and allocate funds for health services provided by hospitals, the Community Care Access Centre, addiction and mental health agencies, community support services, community health centers and long-term care homes located in the Champlain region. We are working to build a coordinated, integrated and accountable health system for people where and when they need it.

Building strong and healthy communities together: Bring your voice to health care services and planning:

Are you interested in health service planning? Do you have ideas on how to improve our health system, enjoy working with others and want to make a difference?

A person-centred health care system is one in which patients, caregivers and families¹ are involved in decision-making about their health care.

¹ Family is determined by the patient, and is not limited to blood ties.

We are seeking patients and family members to participate in on the **CHAMPLAIN REGIONAL DIABETES ADVISORY COMMITTEE**; our focus is on improving diabetes care across the continuum. We provide advice to the Champlain LHIN and local diabetes networks regarding gaps in care, best practices and evidence-base care.

On using the term “patients”:

We use the word patient as an inclusive term for patients, clients, health consumers, and those close to them (caregivers and family members).

Sharing your voice and your participation will help:

- *Identify community needs to improve local services to support healthy living*
- *Provide tools and resources that meet the specific health needs of our community and people living with diabetes.*
- *Ensure the LHIN is accountable to the people and communities we serve.*

1. Committee Mandate

The Champlain Regional Diabetes Advisory Committee provides leadership and supports the implementation and continuous quality improvement of an integrated system of

diabetes prevention and management within the Champlain region.

2. Volunteer Commitment

- *Attend regular meetings*
- *Share your experiences and perspectives*
- *Provide honest input and feedback*
- *Respect the perspectives of others*
- *Uphold confidentiality*
- *Work to enhance person-centred care in Champlain*
- *Spend 3-5 hours of your time a month on committee related activities. Typically the Champlain Regional Advisory Committee meets four times a year.*

3. Qualifications

- *Recent health care experience (generally within three years) as a patient, caregiver or the family member of a patient related to diabetes care.*
- *No professional health expertise required*
- *An ability to share information about your health care experiences*
- *An ability see how your experience fits into a bigger health care picture to affect change and make an impact*
- *An active listener*
- *Respects the perspectives of others*
- *Enjoys working and interacting with many different people*
- *Desires to get involved and learn new things*

4. What you can expect

The Patient Experience Representative can expect to:

- *Learn more about our health care system and patient-centred care*
- *Participate as a full member of a committee or working group*
- *Partner with the Champlain LHIN in planning, coordination and decision-making around regional health services by bringing your patient, caregiver or family member experience and perspective*
- *Help to uphold the patient and family as the centre of our health care system*
- *Explore ways to improve patient, caregiver and family experiences*
- *Share input, feedback and recommendations on policies, programs and practices which affect patient care services.*

5. How to Apply

To apply to become a Patient Experience Representative, please submit the Patient Experience Representative Application Form.

A copy of the form was sent out with this volunteer posting. If you do not have the form, please contact Jessica Searson, LHIN Community Engagement Coordinator (jessica.searson@lhins.on.ca, 613-747-3239 or toll-free 1.866.902.5446 x 3239).

6. Review Process

After we have received your application, we will:

- *Schedule an interview*
- *Inform applicants of the outcome of the interview via telephone call, regular mail or email*
- *Provide an orientation to the relevant committee or working group*
- *Ensure all volunteers sign the Champlain LHIN confidentiality agreement.*

To ensure meaningful participation of patients, caregivers and families, the Champlain LHIN is committed to a work environment that is safe, respectful and honest.

Individuals with a disability requiring accommodation during the application and/or the interview process should advise the Community Engagement Coordinator so that appropriate arrangements can be made.

Do you have questions or concerns?

Please call Jessica Searson, LHIN Community Engagement Coordinator (jessica.searson@lhins.on.ca, 613-747-3239 or toll-free 1.866.902.5446 x 3239).

Learn more about the Champlain LHIN: visit our website:

www.champlainlhin.on.ca.