

Presenter Disclosure

- **Presenter:** *Sonia Mastroianni*
- **No in kind support**
- **No relationships with commercial interests**
- **No conflicts of interest**
- **Mitigated potential bias**



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Patients' Perspectives:

Getting Patients Involved and Engaged to Participate in Patient Advisory Councils

Recruitment

- Patient Surveys – patients asked to provide email address if they wanted to be contacted to give more input
- Focus Groups – ask for volunteers
- Nominations/recruitment from FHT members i.e. doctors, dietitians, nurses, nurse practitioners, etc.



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Recruitment

- Info sheet/pamphlets on PAC made available at reception and/or posted around FHT
- “Advertise” PAC in newsletters, social media, etc.
- Set up a table to chat with patients as they come in or finish their appointment to talk to them about PAC



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Recruitment

- Formalized interview process with screening to assess:
 - Background/relationship with FHT
 - Motivations/why are they interested
 - Experience/expertise/skills they bring
 - Expectations
 - Availability for meetings, special projects, working groups, email feedback, etc.
 - Any comments candidate would like to make



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Who gets involved

- Professional, educated
- Those with relevant experience/expertise
- Usually have a had a positive experience with doctor and/or health care system
- Tend to be “older”: 40s – 60s
- Have more time to volunteer



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Motivations

- Interest and/or passion in health and well being of people, patient care, health care system
- Want to give back and advocacy
- Show appreciation/repayment to FHT for care provided



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Motivations

- Continue the advancement of patient focused care to make it exceptional



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Expectations

- Improved communications between patients and doctors for improved, more efficient medical services
- Used as an independent sounding board
- Reference point for “out of the medical box” thinking

Expectations

- Want to feel like they are contributing
- Ways to improve FHT to provide exceptional patient care



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Areas of Improvement

- Results
 - PAC members need to see results as part of their contribution and efforts
- Communication
 - FHT needs to communicate what's been implemented and/or how feedback has been put to use and/or been implemented
 - Clearly communicate direction of PAC

Areas of Improvement

- Patient Interest
 - Keeping/maintaining interest of the patients to get increased involvement
 - Special projects or a focused job to ensure they feel like they are contributing
- Keeping the pipeline full with interested patients



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Areas of Improvement

- Balancing a PAC for feedback/focus group and/or working committee to move things forward
- Trying to recruit a representative sample of patients to sit on the PAC



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