

## Who to contact if you have a question or concern?

### Patient and Family Committee Chair

210 John St, Moncton NB E1C 0B8

[\(\[EMANB.pf@medavienb.ca\]\(mailto:EMANB.pf@medavienb.ca\)\)](mailto:EMANB.pf@medavienb.ca)

### Parking and Building Access

Parking is available at meeting locations. Passes will be supplied when necessary.

# Patient & Family Advisor Handbook



*Thank you for your interest in partnering with Ambulance New Brunswick as a Patient & Family Advisor.*

*Your experience, whether as a patient or as a family member of a patient, could contribute significantly to how health care is delivered to future patients of ANB.*

*Your input will help us to address questions and fears; ensure that our care is tailored to specific needs; that patients and families feel safe; and that care is delivered efficiently and effectively.*

*This guide will help you decide whether being a Patient & Family Advisor is right for you.*

## What you can expect as a Patient & Family Advisor

- The opportunity to assist with ANB events and participate on ANB committees.
- Orientation sessions related to your role.
- Accessible meeting rooms.
- Full membership of the committees on which you sit.
- Opportunities to receive education regarding Patient- and Family-Centred Care.
- A rewarding experience: the knowledge that you are making a positive difference in how health care is delivered at ANB.

## Time commitment

Some committees will have regular meetings (i.e. once a month), while others may function intensely for a short period of time (i.e. meeting once a week for a month). This will depend on the committee you chose to participate in. Meetings may be held throughout the day, with some as early as 7 a.m. and others at 6 p.m., (most in between). We expect members to attend regularly.



## Characteristics of a Successful Advisor

- Respectful of others and their perspectives
- Comfortable speaking in a group and interacting with others
- Good listener
- Able to use their personal experience constructively
- Able to see beyond their own experience
- Able to see the big picture
- Non-judgmental
- Positive attitude
- Ability to work collaboratively with other families and health care providers
- Desire to expand their knowledge and skills
- Desire to participate in bringing out meaningful change
- Able to maintain confidentiality of any and all patient and organizational information

## Responsibilities of a Patient & Family Advisor

- Accountable to the Committee Chairperson
- Must adhere to ANB policies, including but not limited to: Confidentiality, Code of Conduct, Dress Code, Scent-Free Environment, and Infection Control. ANB is a smoke-free environment.
- Preparing for meetings by familiarizing with materials sent out prior to each meeting.
- Strong meeting attendance.
- Maintain confidentiality outside Council/Committee meetings.

## Vision

Ambulance New Brunswick (ANB) is the organization responsible for providing land and air ambulance services to New Brunswickers and visitors to our province. Our priority is to provide the best possible care to our patients and to ensure their safe and timely transport to hospital. We strive to do our part in creating safe and healthy communities across the province.

With our Patient and Family Advisory Committee, we aim to see that our patients' point of view is represented fully and meaningfully in every initiative that may influence their care.

Patient- and family-centred care at ANB means compassionate health care based on a partnership among our practitioners, patients and family members (as determined by the patient). Our goal is to ensure decisions respect patient's needs, values and preferences.

## Core Principles of Patient and Family Centred Care

We share the established Core Principles of Patient- and Family-Centred Care.

### Dignity and Respect

*To actively listen and honour patient and family ideas and to use patient and family knowledge, values, beliefs and cultural backgrounds to improve care and services delivery.*

This principle recognizes each patient and family as being unique. Families have different personalities and abilities, life experiences, values, beliefs, education, and religious and cultural backgrounds.

### Collaboration

*To invite patients and family members to work together with ANB to develop, implement and evaluate policies and programs.*

This principle acknowledges that patients and families have a lot of insight to offer in ensuring safe and quality care for all. By working together, patients, families and staff are strengthened by their partnership and shared knowledge. This results in the highest quality patient care.

### Information Sharing

*To communicate and share complete and unbiased information with patients and families in useful ways. Patients and families receive timely, complete and accurate details so they can participate in decision making.*

This principle recognizes the need for open, honest and accessible communication between patients, their families and our staff. It encourages openness to talk about the bad and good experiences in order to change, improve, and develop best care practices and policies. This kind of clear communication enhances the patient's and family's health care experiences.

### Participation

*To encourage and support patients and families in decision making at the level they choose.*

This principle strives to empower patients and families to join in the health care journey.

## What is a Patient & Family Advisor?

A Patient & Family Advisor has had a recent experience (i.e. generally, in the last three years as a patient or a family\* member of a patient and is partnering with ANB to provide direct input into policies, programs and practices which affect patient care and services.

*\* The patient may determine who is defined as family, and as such this is not limited to blood relatives.*

## What is the difference between an advisor and a patient advocate?

An advocate pleads the cause of another. An advisor partners with an organization's staff to bring their experience of what it's like to be a patient to the decision-making table. An advisor looks at the big picture through the lens of their experience and knowledge.

## Role of the Patient & Family Advisor

- To keep the patient and family as the focal point of our health system.
- To be viewed as a positive reinforcement of the patient- and family-centred care concept.
- To build partnerships with health care professionals based on mutual respect and open communication.
- To participate in equipment and resource design, quality improvement and program development.
- To support ANB in their process improvement projects.