

Patient and family advisors (PFAs) are people with experience in the Ontario cancer system. As active participants of the cancer system, patients, families and caregivers can provide unique perspectives and valuable feedback on the standard of care they receive.

PFAs partner and collaborate with health care providers and administrators by contributing their insights. They provide direct input into policies, programs and practices that affect patient care and services. An advisor looks at the big picture through the lens of their experience.

PFAs typically advise on:

- Quality improvement opportunities and projects
- Program and service design, implementation and evaluation
- Hiring of staff that help set the tone around patient experience and patient engagement
- Patient/community facing communications (posters, patient education handouts, letters, instructions)

Is being a PFA right for you?

Being a PFA may be a good match with your skills and experiences if you can/are:

- 16 years of age or older
- A patient, family member and/or care partner of an individual who received or is actively receiving oncology care with the WWRCP (Waterloo Wellington Regional Cancer Program)
- Speak up and share suggestions and potential solutions to help improve hospital care for others.
- Talk about your experiences as a patient, family member or care partner but also think beyond your own personal experiences.
- Talk about both positive and negative care experiences. Share your thoughts on what went well and how things could have been done differently.
- Work with people who may be different than you.
- Listen to and think about what others have to say even when you disagree.
- Bring a positive attitude to discussions.
- Keep any information you may hear as an advisor private and confidential.
- Willing to take part in at least one engagement opportunity each year to stay actively involved.
- Commit to being a PFA for minimum one-year is encouraged.

You do not need any special skills to be a Patient and Family Advisor.

Please fill out the form below if becoming a PFA interests you!

Date: _____

Name: _____

Address: _____

City: _____ Postal code: _____

How would you like to be followed up with?

☐ Phone: _____

☐ Email: _____

1. I am a:

☐ Patient

☐ Family Member or Care Partner

Are you currently coming to the cancer centre for treatment or appointments?

☐ **Yes**

☐ **No**

If **No**, you are a former cancer patient or caregiver of a cancer patient, when was your last treatment or visit to a cancer centre:

☐ **<1 year** ☐ **1-3 years** ☐ **3-5 years** ☐ **>5 years**

2. As a PFA, I would be interested to (check all that apply):

- ☐ Share my story (personal cancer care experiences)
- ☐ Participate in discussion or focus groups
- ☐ Review or help create educational or information materials and website resources
- ☐ Work on short term projects
- ☐ Work on ongoing projects/committees
- ☐ Serve on the Patient and Family Advisory Council (monthly meetings with PFAs)
- ☐ Review patient and family experience surveys
- ☐ Guide strategy and policy development and implementation (standards for care, experience and long term goals)
- ☐ Advise on the outpatient and/or inpatient cancer experience (e.g. services and types of programs for care)
- ☐ Advise on the how different areas look and feel, how patients move around the cancer centre and hospital
- ☐ Improve how patient's care is transferred between different settings (e.g. family doctor and cancer care)
- ☐ Participate in interviews for staff
- ☐ Participate in engagement opportunities hospital wide and beyond
- ☐ Provide guidance around communication with patient, family members/ care partners
- ☐ Advise on how technology could be used to improve care and patient experience

Please share any other interests you have: _____

3. Why are you interested in participating as an advisor?

4. Have you previously served at another organization as an advisor, committee member or volunteer? If yes, please tell us about your experience.

5. How did you hear about becoming a PFA?

- | | |
|---|---|
| <input type="checkbox"/> Poster/brochure in the cancer centre | <input type="checkbox"/> Hospital website |
| <input type="checkbox"/> Staff member | <input type="checkbox"/> Family, friend, care partner |
| <input type="checkbox"/> A current PFA | <input type="checkbox"/> Other: _____ |

I understand that:

- ☐ This application and/or being interviewed does not guarantee a position as a PFA.
- ☐ Prior to beginning as an advisor, I would need to participate in PFA orientation.
- ☐ I will need to sign a Confidentiality Agreement and Conflict of Interest disclosure.
- ☐ I understand that I can withdraw my application at any time.

Signature: _____ **Date:** _____

Please return your completed application to:

- CancerPFAC@grhosp.on.ca
- to the main registration desk at Waterloo Regional Health Network (WRHN) Cancer Centre
- or mail to:

Attention: Nicole Stonewall

Patient and Family Advisory Council, Waterloo Regional Health Network Cancer Centre

835 King Street West, Kitchener, ON, N2G 1G3

Questions: please email CancerPFAC@grhosp.on.ca

Thank you for your interest in becoming a Patient and Family Advisor.

*Our next step is to reach out and share more about becoming a PFA.
You may be offered an interview.*