



Patient and Family Engagement Project Working Group

About the Project

Members of the Winnipeg Health Region's Quality and Patient Safety team are developing resources and guiding principles for engaging with patients, clients, residents, caregivers, families, natural supports, and communities. Involving people with lived and living experience in making decisions about the design, improvement, and delivery of healthcare services is part of our work on creating a culture of people- and patient-centered care.

About the Working Group

We are looking for 5-10 Patient and Family Advisors to work with us to create guiding principles for engagement, as well as tools and resources to support this work across all sectors of the Winnipeg Health Region (acute, long-term, and community care). We will work together to decide on the best ways to recruit people for engagement activities, how best to engage, and how we can create safe, accessible, inclusive, diverse, and equitable spaces for engagement.

What to Expect

This is a project just getting started that will go for at least 2-3 years. We hope that people who join us can commit to at least 4-5 hours per month (for meetings, discussions, and reviewing) for one year. We can support both in-person and virtual involvement. We hope to hold our first group meeting in February 2024. Depending on different needs, meetings will be anywhere from 1-2.5 hours long.

Patient and Family Advisors are volunteers and do not receive money for their involvement. However, we will work with you to make sure you have the information, resources, and support you need to be meaningfully involved (e.g. helping with childcare costs, tech support, printed copies). Whenever possible, we will find free ways of doing things (e.g. locations with free parking if we meet in-person, using Google Docs to share and edit things together).

What to Consider

You do not need formal education to bring valuable ideas and views to quality improvement in health care. Ideally, you will have access to a reliable internet connection, a device to do video calls with (phone, tablet, or computer), and be able to use word processing software.

In general, people who are a good fit for this role are able to:

- Work collaboratively with staff, students, and other volunteers
- Share perspectives and insights in ways others can learn from
- Respect, support, and listen to the perspectives of others
- See beyond their own experiences to represent broader patient and family perspectives
- Maintain confidentiality of patient and organizational information

Deciding to become a Patient and Family Advisor will not affect you or your loved one's care, or your relationship with your doctor or any health care provider. We will never



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share your feedback directly with anyone or associate your name with specific comments without your explicit permission.

Who We Are

The project is co-led by the Winnipeg Health Region Patient Engagement team. This includes Wendy Singleton (Manager, Client Relations and Engagement) and Trish Roche (Patient and Family Engagement Consultant).

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How to Apply

While there is no set deadline to be involved in the Working Group, we hope to begin onboarding members in January 2024. We also have other ways for you to be involved as a Patient and Family Advisor. Please complete the application form and a member of our team will be in touch with you.

You can find the application form at <https://forms.microsoft.com/r/635P470DCR> or by scanning the QR code below

WRHA Patient and Family Advisor Application Form

