



## Is being a patient / family advisor right for you?

**Being a patient/family advisor may be a good match with your skills and experience if you can:**

- Partner with staff to help improve hospital care for others
- Talk about your experiences as a patient or family member—but also think beyond your own personal experiences
- Talk about both positive and negative care experiences and 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 say, even when you disagree
- Bring a positive attitude to discussions
- Keep any information you may hear as an advisor private and confidential

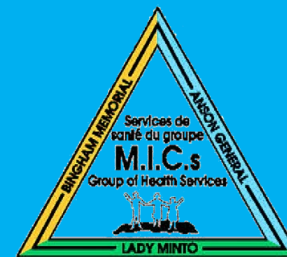
## For more information

Visit our website:  
[www.micsgroup.com](http://www.micsgroup.com)

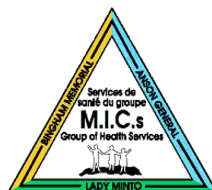
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## Become a MICs Patient/Family Advisor



MICs Group of Health Services

### Contact us

**MICs Group of Health Services**

Phone: 705-272-7200  
[www.micsgroup.com](http://www.micsgroup.com)

*“Planning for a Better Tomorrow”*

## What is an Advisor?

### An Advisor is someone who:

- Wants to help improve the quality of our hospitals' care for all patients and family members
- Gives advice to the hospitals based on his or her own experiences as a patient or family member
- Partners with staff on how to improve the patient experience
- Works with staff for either short-term or long-term commitments, depending on the project

Advisors provide a voice that represents all patients and families who receive care at MICs Group of Health Services.

They partner with staff and physicians to help improve the quality of our hospitals' care for all patients and family members

## Why should you become an advisor?

When you or a family member were in the hospital, did you think there were things we could have done better?

Do you have ideas about how to make sure other patients and families get the best care possible?

At MICs Group of Health Services, advisors give us feedback and ideas to help us improve the quality and safety of care we provide.



## Who can be a patient experience advisor?

You can be an advisor if you or a family member received care at MICs Group of Health Services in the last three years.

### You do not need any special qualifications to be an advisor.

What's important is your experience as a patient or family member of a patient. We will provide you with any other training you need.

## What do advisors do?

If you are an advisor for our organization, you can help us in the following ways:

### Tell their story

- Share stories about their experiences – positive and negative – an important way to gather insights about each other and better understand how the patient and family experience can be improved.

### Participate in committee work

- Bring an invaluable patient and family perspective to planning and decision making.

### Review and help create education or information materials

- Contribute to the creation of supportive patient and family material such as forms, health information handouts, discharge instructions, ensuring tools are meaningful and easy to understand

### Special Projects

- Partner with us on special projects, such as helping to launch a new initiative or plan a patient service or space

Quality care for everyone always!