



St. Thomas Elgin
General Hospital

PATIENT PARTNER PROGRAM

WHAT IS A PATIENT AND FAMILY PARTNER?

A patient & family partner is someone who:

- Helps improve the patient and family experience and quality of care
- Provides feedback based on experiences
- Works with care teams for short or long-term commitments
- Volunteers to help improve services

WHO CAN BE A PATIENT AND FAMILY PARTNER?

You do not need any special qualifications to be a patient or family partner. Your experience as a patient or family member is most important. We will provide you with any other training you need.

WHAT DO PATIENT AND FAMILY PARTNERS DO?

- Provide feedback about your recent hospital experience (both positive & constructive feedback)
- Review and help create educational materials to support patients and families from a patient and family perspective
- Work on short-term projects to improve services

IS THIS OPPORTUNITY FOR YOU?

We'd love for you to join our team if you can:

- Share suggestions & solutions to improve services
- Talk about your experiences as a patient or family member, but also think beyond your experiences
- Work collaboratively with our health care team
- Listen & think about what others have to say, even if you disagree
- Bring a positive attitude to all discussions
- Keep information confidential & private

**INTERESTED IN MAKING STEGH AN
EVEN BETTER HOSPITAL?**

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