



*Is being a patient
experience advisor right
for you?*

Being a patient experience 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 experience 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.tadh.com

(look for “*Patient Experience
Advisory Committee*” under)

Or Contact:

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Timmins and District Hospital
l'Hôpital de Timmins et du district

Become a
Timmins and
District Hospital
Patient
Experience
Advisor

“Exemplary Care to Northerners”

Timmins and District Hospital Patient Experience Advisory

What is a patient experience advisor?

A patient experience advisor is someone who:

- Wants to help improve the quality of our hospital's care for all patients and family members.
- Gives advice to the hospital based on his or her own experiences as a patient or family member.
- Partners with staff on how to improve the patient experience.
- Volunteers his or her time (typically 1-4 hours per month).



Who can be a patient experience advisor?

- You can be an advisor if you or a family member received care at Timmins and District Hospital in the last three years.
- You do not need any special qualifications to be an advisor
- What's most 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 patient experience advisors do?

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

- Share your story.
- Participate in committee work.
- Review or help create educational or informational materials.
- Work on short-term projects.