

## NEWS RELEASE/FOR IMMEDIATE RELEASE

**Do you want to make a difference in hospital care? Consider becoming a member of our growing Patient and Family Advisory Council**

**NORTHUMBERLAND COUNTY, Wednesday, May 8, 2024**—Have you or your loved ones received care from Northumberland Hills Hospital (NHH) in the past three years? Do you have an interest in bringing your lived experience of care to future hospital decision-making in a manner that reflects NHH's core values of integrity, quality, respect, compassion and teamwork? The Patient and Family Advisory Council (PFAC) has a number of volunteer opportunities you may want to consider!

Established at NHH in December 2016, this dynamic Council is now in its ninth year. Through the PFAC, patient and caregiver partners are actively engaged in all core patient care areas of the hospital, working as partners with NHH staff, managers, physicians, midwives and community partners on a wide variety of local and regional hospital activities, special projects and program-focused quality and practice committees with one aim: to make the hospital experience as good as it can be.

“We have an extremely committed PFAC team here at NHH, and—like the hospital itself—our PFAC is growing,” said Jennifer Gillard, Vice President, Patient Experience, Public Affairs and Strategic Partnerships. “NHH is expanding the number of PFAC partners to increase the diversity of voices enhancing the delivery (and experience) of care and caregiving, and the areas of the hospital in which patient and caregiver partners are engaged. We’ve been very intentional about our growth, moving in stages, and sustaining our founding practice of matching each PFAC partner with a ‘buddy’ from our care team. This summer, we are very excited to expand PFAC into areas that have not yet had patient/caregiver representation, including Laboratory Services and Pharmacy, as well as Food Services.”

In total, NHH has opportunities for PFAC partners in the following areas of the hospital:

- Surgical Services
- Diagnostic Imaging
- Laboratory Services
- Pharmacy
- Food Services

### **Time commitment**

The full Council meets as a group for bi-monthly meetings, lasting two hours, six times per year. In addition to attending bi-monthly meetings, PFAC partners also participate—based on their experience, interest and schedules—on the specific

committee and/or project to which they are assigned, requiring additional background reading and meetings ranging between 6-9 times a year. Meeting times vary according to area of service. Most are held in the daytime or early evening and are currently occurring in a mix of in-person and virtual settings. In-person attendance is encouraged where possible.

### **How to express interest?**

Residents of west Northumberland with an interest in volunteering on NHH's PFAC are invited to review the Terms of Reference and Role Description and complete the Expression of Interest Form. All documents will be found on the Patient and Family Advisory Council page under the Patients tab of the hospital website at [nhh.ca](http://nhh.ca). These documents are available in alternate formats on request. Successful candidates will be expected to complete the necessary confidentiality, vaccination and police checks prior to commencing volunteer activities.

Interest in NHH's PFAC is invited at any time, for any program area, though the PFAC aims to fill the above priority opportunities by late August 2024.

**Contact:** Amy Seymour, Communications Officer, [aseymour@nhh.ca](mailto:aseymour@nhh.ca) or 905-372-6811 ext. 4009.

**About Northumberland Hills Hospital** – Located approximately 100 kilometres east of Toronto, NHH delivers a broad range of acute, post-acute, outpatient and diagnostic services. Acute services include emergency and intensive care, medical/surgical care, obstetrical care and palliative care. Post-acute specialty services (PASS) include restorative care and rehabilitation. Mental health care, cancer and supportive care, dialysis and other ambulatory care clinics are offered on an outpatient basis through partnerships with regional centres and nearby specialists. NHH offers a full range of diagnostic services, including magnetic resonance imaging (MRI), computed tomography (CT) and mammography. The hospital serves the catchment area of west Northumberland County. A mixed urban and rural population of approximately 63,000 residents, west Northumberland comprises the Town of Cobourg, the Municipality of Port Hope, Alderville First Nation and the townships of Hamilton, Cramahe and Alnwick/Haldimand. NHH employs more than 700 people and relies on the additional support provided by physicians, midwives and volunteers. NHH is an active member of Ontario Health (East)—formerly the Central East Local Health Integration Network—and the Ontario Health Team of Northumberland. For more information, please visit [nhh.ca](http://nhh.ca) or follow us on Facebook [@northumberlandhillshosp](https://www.facebook.com/northumberlandhillshosp), X/Twitter [@NorHillsHosp](https://twitter.com/NorHillsHosp), and LinkedIn [Northumberland Hills Hospital](https://www.linkedin.com/company/northumberland-hills-hospital).

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