

Is being a patient experience participant right for you?

Being a patient experience participant may be a good match with your skills and experiences if you can:

- Speak up and share ideas and potential solutions to help improve hospital care for others.
- Talk about your experiences as a patient or family member – and also think beyond your own personal experiences.
- Share both positive and negative care experiences and provide insight on what went well and how things could have been done differently.
- Work collaboratively 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 hear private and confidential.

For more information

Visit: www.msh.on.ca/PEP

Contact:

Office of Patient Experience
Email: patientexperience@msh.on.ca
Call: 905-472-7373 ext. 6916

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Become a MSH Patient Experience Participant (PEP)



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What is a patient experience participant?

A patient experience participant is someone who:

- Wants to help improve the quality of our hospital's care and services for all patients and families.
- Gives feedback to the hospital based on his or her own experiences as a patient or family member.
- Partners with staff on ways to improve the patient experience.
- Provides a voice that represents patients and families of patients, who receive care at MSH.

Why become a patient experience participant?

To share your ideas about how to make sure other patients and families get the best care possible.

Patient experience participants give us feedback and ideas to help improve the quality and safety of care we provide.

Who can be a patient experience participant?

You do not require any special qualifications to be a patient experience participant. You just need to have been a patient or family member of a patient who received care at MSH in the last three years and have a genuine interest in helping us make the patient experience the best it can be.

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

What do patient experience participants do?

Patient experience participants get involved in many ways, such as:

Sharing your story – by talking about your healthcare experiences.

Participating in committee work – by bringing your perspective to a variety of committees or by guiding teams that plan services at the hospital.

Reviewing or helping to create patient/family educational or informational materials for websites, forms, brochures, and more. PEP volunteers help us make these materials easier and simpler for patients and family members to understand.

Working on short-term projects – by partnering with us in making improvements, e.g., participating in visioning days, focus groups, etc...

