Thanking staff, physicians and volunteers for positive patient and family experiences

May 19, 2015 – LHSC Intranet

During LHSC's recent celebration of International Patient Experience Week, staff, physicians and volunteers were thanked for their continued commitment to patient and family-centred care and for working with patients and families to ensure positive patient experiences.

In sessions held at Victoria Hospital and University Hospital, patient and family advisors shared stories of their care journeys, the importance of caring interactions and the value of patient and family-centred care.

Lauren Lee, breast cancer patient and survivor, shared her impressions of telling her story:

"Telling my story at Patient Experience Week was a phenomenal opportunity in a few different ways. First and foremost, the chance to applaud great care and those doing great work within the hospital is a special thing. At a time when being critical of health care has almost become a sport in waiting rooms across the country, I don't think we spend nearly enough time expressing gratitude for the difference makers in our midst.

Beyond that, I had anticipated the emotional or cathartic benefits of having my story heard and acknowledged by a supportive and engaged audience, but I was pleasantly surprised with what a satisfying intellectual experience it became as well. Any significant health issue leaves you with some baggage, but as some of the raw emotion lessens with time there is an opportunity to really analyze and unpack the good and bad of the experience and see what possible lessons can be passed on. This process challenged me to look at my story from different angles and to search for those universal concepts that may enhance the patient experience going forward, an exercise that has helped me personally and, hopefully, may benefit others in the future."

The Patient Experience Office thanks all patients and families for so graciously sharing their stories, as well as staff, physicians and volunteers for making a positive difference in the lives of patients, each and every day.

Do you have a patient experience success story? Share it by emailing Patient_Experience@lhsc.on.ca
LHSC employees are eligible for free membership to The Beryl Institute, a global community of practice dedicated to improving the patient experience through collaboration and shared knowledge.

REGISTERING FOR MEMBERSHIP

- Use the following registration link: [http://bit.ly/1NY39vA](http://bit.ly/1NY39vA)
- Choose the option to sign up as a new user
- Select a username and password
- Fill in your information including name, title and contact information

*Patient Advisors Eric, Ram and Lauren shared their patient experience stories at UH during International Patient Experience Week*

*Patient Advisors Jennifer, Lauren and Lori shared their patient experiences at VH during International Patient Experience Week*