LHSC to celebrate Patient Experience Week

Patient Experience Week 2016 is coming to London Health Sciences Centre (LHSC) from Apr. 25 to 29, with several engagement activities planned to highlight the roles and contributions of patients and families across the hospital.

There are many planned outreach activities whereby volunteers will be stationed during the week at Victoria and University Hospital entrances to meet the public and spread the word about their role as patient and family advisors, advisory council members and patient storytellers.

"Being able to inform and engage with others, that’s what the week is all about for me. It’s wonderful to have the chance to meet and greet people at the hospital and talk about patient and family-centered care," said patient advisor Bev McDonald.

"For me, this is a place for my voice beyond just a survey about my experiences and it’s something that allows me to contribute in a more meaningful way," she says. "As a volunteer, I want to put a face to it for others to show that ‘patient experience’ is not just an office or people who work for LHSC. We are real patients just like them and we can participate in promoting patient- and family-centered care together."

Patient Experience Week festivities will also feature a webinar entitled, ‘Framing the Field of Patient Experience: Refocusing the Heart of Healthcare’, which will be showcased on Apr. 28 in the Sumner Auditorium at Victoria Hospital from 2 - 3 pm.

The week will conclude on Apr. 29 with a Phase II offering of the Indigenous Culture Safety (ICS) Training session. This workshop, which will feature a presentation from Vanessa Ambtman-Smith on building knowledge, increasing awareness and enhancing skills, is open to any individual who has completed Phase I of the ICS program.

“Patient Experience Week is an exciting opportunity to celebrate how we make a difference in the patient experience every day,” said Jennifer Banting, a Patient Experience Associate at LHSC who is coordinating the week’s activities.

“I look forward to this week as an opportunity to honour patient and family advisors and educate others about the many ways we can partner together to build the patient experience.”