



Patients and Families Are Part of the Team

CPDMH's Patient and Family Advisory Committee (PFAC) has only met twice but it's already making a difference in the care we provide for local communities. The committee is comprised of patients and families and they reflect on their own experiences and provide ideas and input on all aspects of care. They are a key part of the health care team.



"It's been great getting to know these wonderful and enthusiastic volunteers who want to give back to CPDMH," says Rachel de Kemp, Chief Nursing Executive. "They have been involved in several projects - from reviewing our new website to providing input on our post discharge phone call process. Their feedback is invaluable. In June, PFAC will be involved in our Accreditation survey, as one of the focus groups that will meet with the surveyors."

Jim MacGregor co-chairs the committee. He says he got involved after a health diagnosis last year made him realize it was a good thing to do. "Patients want to be heard and there are many areas where our input might be valuable. In fact, we've seen the impact. Ideas have been raised at the committee and they've already been looked at."

Rachel de Kemp agrees. "In the short time they have been involved, the committee has provided a very valuable perspective on the patient experience, which has led to improvement in the care we provide."

CPDMH is looking for additional members to join the Patient and Family Advisory Committee. "You do not need any special qualifications to be an advisor. What's most important is your experience as a patient or a patient's family member. We will provide you with any other training you need," adds Rachel de Kemp.

*Would you like more
information about the
Patient and Family
Advisory Committee?*

*Visit our website at
www.cpdmh.ca or
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Thanks for your interest.