



MEDIA RELEASE

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THE MOST IMPORTANT VOICE – CPDMH SEEKS NEW MEMBERS FOR ITS PATIENT & FAMILY ADVISORY COMMITTEE

Pat Messner knows a thing or two about hospitals. As a former world champion water skier, she's had a few injuries and 49 different surgeries. So, she jumped at the chance to be part of CPDMH's Patient and Family Advisory Committee. She has served on the committee for the past three years.

"The health care system is trying to focus on patient-centred care and that is so important," explains Pat Messner. "It is so rewarding to be part of the committee and to know that what you are doing is making a difference. And we are learning a lot too."

The Patient and Family Advisory Committee – known as PFAC – includes advisors who reflect on their own experiences, or those of their family members, to offer meaningful input on all aspects of care. The committee acts in an advisory capacity to ensure the patient and family voice is integrated in the planning, delivery and evaluation of health services.

In the past year, the committee has been involved in more than a dozen projects including Accreditation, brochure reviews, quality indicators, patient safety initiatives, and the integrated clinical services plan with Almonte General Hospital.

The PFAC is looking for new community members to get involved like Pat. "We know that the patients and families are the experts in their own care and that their voice is the most important one," explains Joyce Rolph, Interim Integrated Vice President, Patient and Resident Care. "They are a vital part of the health care team and we want and need to hear from them."

To be eligible to join the PFAC, candidates must have had a recent experience at CPDMH (within two years), either as a patient or family member of a patient. Advisors do not need special qualifications. Any required training will be provided. The committee meets a minimum of four times per year.

"The ideas that our patients and family members provide help to shape the care that is delivered at CPDMH," adds Joyce Rolph. "The Patient and Family Advisory Committee is a key part of our quality and safety program – and another way we are connecting with our local communities."

Interested community members are invited to complete an application form, found on the main page of the CPDMH website at www.cpdmh.ca. They may also contact Angie Kelly at 613-257-2200 ext. 829 or akelly@carletonplacehosp.com for more information.



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-30-

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