



Enhancing the Patient Voice in Ontario's Health Care Boards: Frequently Asked Questions

As a current board member at a healthcare institution, why should I collaborate with PAC?

We want to work with patient-directed board members to help their boards pay more attention to the patient perspective, and so we will work with you to bring those views to your board. We also have a lot to learn from you. By collaborating, we can gradually enhance the patient voice in our healthcare system.

Why this project now?

Our population is dealing with a growing number of non-communicable chronic diseases, and patient engagement with the system has become necessary. Our institutions face many challenges due to the lack of patient representation. In order to influence the overall system, the governing bodies of our health care institutions need to develop a positive and sustainable approach to having patient participation in their deliberations.

What is the Patients' Association of Canada?

The Patients' Association of Canada is a patient-led and patient-governed organization that promotes, develops, and enhances the patient voice and the patient perspective in order to improve the health care experience for everyone.

How do I access the online discussion board?

You will be provided a personal login once you are signed up as a Participant Board Member. This login will give you access to a discussion forum for Board Members and PAC Volunteers.

Is there a cost to partaking in these services?

These services are free of charge.

Does the Patients' Association of Canada cover travel costs I may incur by attending conferences?

Such coverage is determined on a case-by-case basis however we typically do not cover such costs. We will be planning at least three mini-conferences across Ontario over the course of this project, and will be selecting the location for these based on the number of interested board members in the area. Otherwise, we will try to offer teleconferencing and web-conferencing for those participants who are not in the locality of our meetings.

What are my responsibilities as a collaborating Board Member?

You would like to bring the patient perspective to your board and/or board committees. You will develop relations with other board members and PAC volunteers to share experiences and address issues.

What can I expect to gain from collaborating with the Patients' Association of Canada?

We hope to provide you with ideas, skills, and mentoring that can develop your capacity to present the patient perspective to your board in an effective, non-confrontational way. We hope that this collaboration will help you become more influential and knowledgeable in improving the patient experience in our healthcare system.

I am currently not a Board Member but I would like to get involved, are there other opportunities for involvement?

Yes, there are several ways in which you can volunteer. Call us and we can explore how you can get involved.

Who should I contact for additional information?

Jennifer Carroll, Project Coordinator at PAC, is available by telephone Monday thru Friday from 9am to 5pm. You can reach her at 416-785-2500 ext. 3506 or by e-mail at: jennifer.carroll@patientsassociation.ca. You can also reach Sholom Glouberman, President of PAC, at 416-785-2500 ext. 2150 or by emailing sholom.glouberman@patientsassociation.ca.