

Southlake's Patient and Family Advisory Program









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@Southlake_News

IN-PATIENT ADMISSIONS

342,481 **OUT-PATIENT VISITS**

REGIONAL CARDIAC PROGRAM

6,317

1.048 CARDIAC SURGERIES **CATHETERIZATIONS**

721 🥙

ELECTROPHYSIOLOGY STUDIES

2,281

PROCEDURES (PCI)

1,105 IMPLANTABLE CARDIAC **DEFIBRILLATORS**

IMPLANTED

649

ABLATIONS PERFORMED

REGIONAL CANCER PROGRAM

56,918 **OUTPATIENT VISITS**

10,102

& SUPPORTIVE TREATMENT VISITS

25,808

FRACTIONS

RESEARCH



94 **NEW STUDIES** 232

OPEN RESEARCH STUDIES

2014/15 VITAL SIGNS

DIAGNOSTIC IMAGING



313,182 16,536

DIAGNOSTIC EXAMS

26,633

CT SCANS

576

STUDENTS 👶

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OUR PEOPLE

VOLUNTEERS 也也也也

118,922

HOURS DONATED BY VOLUNTEERS

EMERGENCY DEPARTMENT



EMERGENCY ROOM VISITS



MATERNAL CHILD

DOCTORS

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3,084

STAFF



STUDENTS



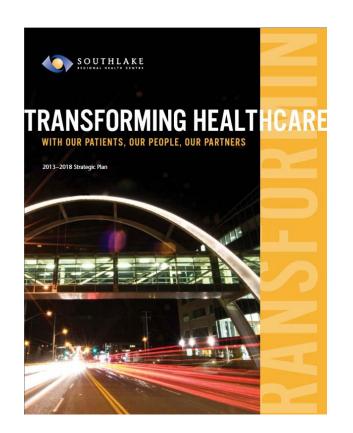
673

68

ALLIED HEALTH NON-CLINICAL

32 EMS

Background







ACCREDITATION

CANADA

Better Quality. Better Health.



Patient and Family Advisors

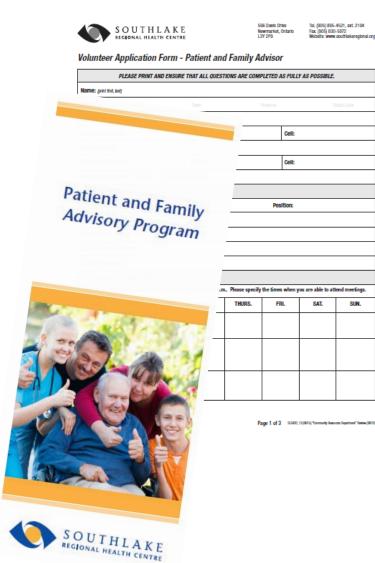




PATIENT AND FAMILY ADVISORS ARE HELPING TRANSFORM LIVES AT SOUTHLAKE

We are actively recruiting patients and their family members/care givers or chosen support persons to work in partnership with members of the Southlake Team to create and support the Ultimate Patient Experience at Southlake.

To learn more, please visit www.southlakeregional.org and *click on* "Careers and Volunteering".



What is a Patient and Family Advisor?

Volunteer position for past patient or a family member/care giver or chosen support person to a patient to:

- Assist in the planning and design of programs, services, and facilities
- Assist in the development of various quality improvement initiatives and projects
- Provide input into policies, processes, and educational materials
- Evaluate services provided



Role of Patient and Family Advisors

- Provide input and share their unique perspectives and point of view
- Work in partnership with staff and physicians as discussions, plans, and decisions are being made about the delivery of healthcare services

Benefits of a Patient and Family Advisory Program

- Services offered meet Our Patients' needs and priorities
- Strengthened relationships between Our Patients and Our People
- Increased patient and staff satisfaction
- Ambassadors for Southlake



Assignment of Patient and Family Advisors

- Corporate Patient and Family Advisory Council
- Regional and Priority Program-level Patient and Family Advisory Councils
- Working Groups/Committees



For More Information

Visit our Website

 Application forms and position guide are available on Southlake's website at www.southlakeregional.org, under the "Careers and Volunteering" tab or in the Community Resources Department at Southlake.

