



Bring your voice to the Health Quality Ontario Patient, Family & Public Advisors Council

Frequently Asked Questions

Who is Health Quality Ontario?

Health Quality Ontario is the provincial advisor on the quality of health care in Ontario. We have been entrusted to:

- Monitor and report on how the health system is performing
- Provide guidance on important quality issues
- Assess evidence to determine what constitutes quality care
- Engage with patients and give them a voice in shaping a quality health system
- Promote the spread of quality health care practices across the system to achieve sustainable positive change in health care

We believe everyone deserves better health and excellent quality care, and we work every day - in partnership with patients, families, members of the public and other partners - towards these very important goals.

What is Health Quality Ontario's Patient, Family and Public Advisors Council?

Our Council is made up of individuals from across Ontario who bring unique and diverse perspectives based on their personal experience with the health system.

Council members serve a two-year term during which they participate in bi-monthly sessions. Each meeting typically lasts the full day. Through these in-depth discussions, the Advisors Council examines Health Quality Ontario's strategic priorities and provides input on how to improve the quality of health care in Ontario.

Why is Health Quality Ontario seeking membership from underserved communities?

To help ensure our health services meet the diverse needs and priorities of all Ontarians, we are seeking expressions of interest from people who may be underserved by our current system. We particularly welcome expressions of interest from individuals in the following communities:

- Members of Indigenous communities
- Individuals from northern, rural, remote communities
- Francophones and people who speak English as their second language
- New or recent immigrants
- Members of LGBTQ communities (includes, but not limited to, individuals who may identify as lesbian, gay, bisexual, trans, queer, and/or two-spirited)
- Racialized, ethnic and/or cultural minority groups
- Individuals or families from lower income households

What kind of projects does the Council work on?

There are many opportunities for our advisors to engage with interesting projects at Health Quality Ontario. For example, over the past year the Council has helped to:

- Ensure Health Quality Ontario's public reports on how the health system is performing are clear and more relevant to the public
- Determine what areas for improving care should be priorities for all publically-funded health care organizations in Ontario
- Develop tools and guides to support other patient volunteers to have an impact on their local health organizations

In addition to the work of the Council, advisors may have the opportunity to sit on other committees, work on special projects, contribute their stories to Health Quality Ontario's reports, and advise on how we communicate with the general public.

Why might I be interested in joining the Council?

The Council is a great way to play a role in helping shape what quality care looks like in Ontario. Through this opportunity you will share your experiences and ideas on aspects of the health care system that impact your patient experience and outcomes. We want to ensure we hear what matters to you and your community.

You will work with and learn from a tremendous group of peers from across the province. You will build your listening and speaking skills as you share your own experiences and ideas. You will also get to learn a great deal about the health care system and different initiatives designed to improve care.

How will Health Quality Ontario support my participation?

Advisors will be provided with the supports they need to become an engaged and effective volunteer, including background information and learning materials, and support in using online communication tools. Health Quality Ontario also covers the costs of travel, meals, lodging and caregiving services.

What about privacy and confidentiality?

Your privacy is important to us. The personal information collected when you express interest will only be used to contact you. The stories, experiences and ideas you share in Council meetings will be kept confidential. We will seek your consent before publishing any information that could identify you, such as your story or your picture. Your information will be retained only while you are an active member of the Council.

How do I express interest to participate?

Please view the online expression of interest form [here](#).

What happens once I express interest?

Once you have expressed interest in our Council, you will receive an email to confirm we have received your information. After reviewing the expressions of interest we will be contacting selected applicants to set up time for a conversation to see if the opportunity is good for you.

Are there other opportunities to get involved at Health Quality Ontario beyond the Council?

Yes! There are many opportunities to provide your stories, experiences, and ideas to Health Quality Ontario across our program areas. All candidates for the Council can remain involved through our [Broader Network](#) of Patients, Families, and the Public.

Volunteers who are selected to participate on the Council will begin by attending a weekend Orientation Meeting, scheduled for March 3-5 2017 in Toronto.

