

## Role and Responsibilities of the Lived Experience Member (Patient or Informal Caregiver)

### About Health Quality Ontario and the Ontario Quality Standards Committee

Health Quality Ontario has a legislated mandate to make evidence-based recommendations to health care organizations, the Minister of Health and Long-Term Care and others concerning its quality standards, other clinical care standards, and about performance measures, too.

Health Quality Ontario is establishing a new committee to fulfill this mandate and it will be a committee of its Board of Directors.

Committee members are expected to make patient-centred and evidence-based decisions that reflect the principles of transparency, equity, integration, and achievability, and that are focused on investing in the future of Ontario's health care system.

### Attributes of the Lived Experience Member

A lived experience member is a patient, family member or other informal caregiver who uses their health care and other lived experiences to provide guidance to health organizations. They have experience with the Ontario health care system as a patient or an informal caregiver for a loved one, and have an interest in, or understanding of using evidence to inform recommendations and their development. The Lived Experience Member brings the lens of their individual experiences as a patient or informal caregiver to the Committee. They do not represent any specific interest group or organization.

*Please note: When we use the term patient we mean hospital patients, long-term care residents, people being cared for in their homes or through community programs.*

The Lived Experience Member must live in Ontario and be at least 18 years of age. In addition, the Lived Experience Member shall demonstrate the following attributes:

- Has received care or has (or had) a loved one who received care in Ontario within the last two years.
- Takes a constructive approach to discussing concerns and ideas in order to address them.
- Has an interest in the complexities of the Ontario health care system.
- Has a willingness to learn about the mandate of Health Quality Ontario, the Ontario Quality Standards Committee and their roles in the Ontario health care system.
- Is excited by the opportunity to help design how a new committee will work together.
- Has the ability to relate to and respect a diverse range of values and beliefs.
- Has an ability to think critically in a broad fashion beyond their immediate health condition and participate in complex Committee discussions with others who have a range of expertise.
- Has an interest in and willingness to, collaborate with all Committee members on issues related to clinical care standards, and an ability to share his or her perspectives during Committee meetings.
- Is not currently or has been recently employed (within the last 2-5 years) in the health care sector.
- Has previous experience providing feedback to improve health care design and delivery, such as serving on a Committee or Board of Directors (which is considered an asset).
- Is comfortable synthesizing large amounts of information.

**Expense Reimbursement**

Expenses incurred by members of the Ontario Quality Standards Committee in the course of performing their Committee duties will be reimbursed in accordance with the Health Quality Ontario travel, hospitality and meals policy. Members will be reimbursed for cost of travel, accommodation and caregiving supports as outlined in the Patient, Family and Public Engagement Travel, Accommodation and Other Supports Protocol. If desired, the policy allows for the costs of travel to be reimbursed upfront.

**Time Commitment and Location of Meetings**

The Ontario Quality Standards Committee will meet approximately 8 to 12 times per year. Meetings will generally be six to eight hours in duration. Preparation for meetings will include reviewing Word documents and PowerPoint presentations. All meetings will be held in Toronto at Health Quality Ontario, 130 Bloor St. West, 10<sup>th</sup> Floor. Teleconference options will be available.

**Supports**

Lived Experience Members will be supported throughout the duration of their participation on the Committee by Health Quality Ontario staff. This will include being on-boarded and prepared for meetings, as well as receiving regular check-ins to better understand how their needs can be met and their participation can be supported.