

Patient /Partner Experience Council

Volunteer Experience

“Be part of something that matters”

Join the Patient/Partner Experience Council at the Perth and Smiths Falls District Hospital

Have you, a family member, or someone you care for received care at Perth and Smiths Falls District Hospital (PSFDH)?

We are seeking patients, family members, caregivers, and community members to join our newly established Patient/Partner Experience Council (PEC) and help improve the quality, safety, and experience of care at our hospital.

The Council brings together patients, families, caregivers, physicians, staff, volunteers, and hospital leadership to ensure that patient and family perspectives help shape the care and services we provide.

About the Position:

The PEC provides an opportunity for community members to work alongside hospital leaders and healthcare teams to:

- Bring the patient and family perspective into hospital decision-making.
- Contribute to the planning and improvement of programs and services.
- Identify opportunities to improve quality, safety, access, and patient experience.
- Participate in co-design initiatives and improvement projects.
- Serve as ambassadors for person-centred care within our communities.

Who We Are Looking For:

We welcome applications from individuals who:

- Have received care at PSFDH within the past several years.
- Are family members or caregivers of patients.
- Can consider the experiences of a broad range of patients and families.
- Have an interest in improving healthcare services for their community.
- Value collaboration, respect, diversity, and inclusion.
- Represent diverse ages, backgrounds, cultures, identities, and lived experiences.

What You Will Do:

As a Patient Experience Partner, you may:

- Attend quarterly Council meetings.
- Provide feedback on hospital programs, services, policies, and initiatives.
- Participate in focus groups, surveys, and project working groups.
- Share insights from patient and family experiences.
- Support quality improvement and patient safety initiatives.
- Collaborate with staff, physicians, volunteers, and leadership on projects that matter to patients and families.

Time Commitment

- Quarterly meetings, typically 1.5 to 2 hours in length.
- Meetings may be held in person, virtually, or in a hybrid format.
- Optional involvement in project-specific activities, working groups, surveys, or consultations based on your interest and availability.

What We Offer

By joining PEC, you will have the opportunity to:

- Make a meaningful contribution to healthcare in your community.
- Influence decisions that affect patients and families.
- Work directly with hospital leadership and healthcare teams.
- Learn about healthcare quality, safety, and patient experience improvement.
- Help ensure that services are designed with patients and families at the centre.

Our Commitment:

The Council is founded on principles of partnership, collaboration, transparency, accountability, respect, compassion, equity, diversity, inclusion and patient safety. We are committed to creating a welcoming environment where all voices are valued and heard.

How to Apply:

Interested individuals are invited to complete the PEC application form:

https://www.psfhdh.on.ca/uploads/PSFDH_PEC_Application_2026.pdf

Your experience matters.

Your voice can help improve care for everyone.

Join the Patient/Partner Experience Council and help shape the future of healthcare
in your community.

Perth and Smiths Falls District Hospital is an equal opportunity employer committed to meeting needs under the Canadian Charter of Rights and Freedom and the Ontario Human Rights Code. Our recruitment process follows the Accessibility for Ontarians with Disabilities Act in order to provide a fair and equitable process for all candidates. Applicants requiring accommodation through the recruitment/interview process are encouraged to contact the Human Resources Department at 613-283-2330 ext. 1888 for assistance. We thank all interested candidates for their response, however, only those chosen for an interview will be contacted.