



PATIENT, CLIENT, CAREGIVER PARTNER ROLE DESCRIPTION

Background:

Ontario Health Teams are Integrated Delivery Systems that provide a new way of organizing, coordinating, managing, and delivering care and services in local communities. Through Ontario Health Teams (OHT), health care providers from the partner organizations and patient, client and caregivers work together as a single integrated team to deliver care across all sectors. The OHT model will encourage partners to improve the health of an entire population. As part of this approach, OHTs are empowered to redesign care in ways that best meet the needs of the communities they serve. The North Simcoe Ontario Health Team (OHT) is a partner of a number of healthcare organizations who share a rich history of collaboration and an exciting vision for the future of healthcare.

Overview of the role:

As a member of the North Simcoe OHT PFAC, you will serve as the voice of patients, residents, clients, family members and caregivers through the implementation of the North Simcoe OHT initiatives. A patient, client, caregiver partner is a person who brings their lived experience along with the inclusion of all perspectives, especially the vulnerable populations, of what it is like to be a patient, client, family member or caregiver with the goals of co-design to a decision-making table or to a group working on a project with a common cause. It is expected that the selected representatives will represent the best interest of all patients, clients and caregivers to provide important context and perspective to decision makers.

Membership:

The Patient, Client, Caregiver Partnership Council will have six to ten members including two co-chairs elected by their peers. Members should be a current patient, resident, client or caregiver partner within the community, preferably having lived experience on an advisory group/council. Ideally the membership of this council should include members of groups with historical and/or current barriers to equity and any others who may contribute to the further diversification of our local healthcare community. Ideally members should represent one or more of the different sectors of the North Simcoe OHT: Primary Care, Hospital Care (Acute Care), Long term Care, Home Care, Mental Health and Addictions, Community Service Sector Members cannot be an employee, clinician, or Board member of one of the partner organizations or an immediate family member of an employee/clinician/Board member.

Terms of Membership:

The terms of the membership are outlined below:

- Members will make a minimum commitment of three years, with an option for a yearly renewal after three years.
- Members will commit to attend 75% of meetings.
- Members may resign at any time with a request to provide as much notice as possible
- The co-chair will serve a 12-month term which would ideally be a staggered term with a 6 month overlap between new and existing co-chairs. Members who wish to serve as a co-chair will be required to share their goals and expectations of the role.

Members must sign the Collaboration Agreement, Confidentiality Agreement and any other documentation as identified by the Council

Experience/Skills/Abilities:

- Patient, client, caregiver who has received services from a North Simcoe OHT partner member in the last five years is preferred
- Good listening and communication skill, respectful of others and able to effectively share thoughts and opinions
- Comfortable speaking in a group setting and interacting with others
- Open to seeing beyond their own personal experiences
- Ability to communicate with technology when needed (phone, email, virtual meetings)

Responsibilities:

- Advise and provide feedback to support the development, implementation and evaluation of the North Simcoe OHT Collaborative Projects
- Oversee the recruitment process of Patient, Client, and Caregiver Partners to serve on collaboration projects and on Integrated Care initiatives
- Provide input into the development of deliverables, participate in co-design activities to inform program development for the purposes of collaboration, feedback and improvement
- Build awareness for the North Simcoe OHT
- Assist the North Simcoe OHT in meeting its annual deliverables from Ontario Health