



SOUTHLAKE
REGIONAL HEALTH CENTRE

Southlake's Patient and Family Advisory Program



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@Southlake_News

408 BEDS

24,270

IN-PATIENT ADMISSIONS
(148,263 IN-PATIENT DAYS)

342,481
OUT-PATIENT VISITS

REGIONAL CARDIAC PROGRAM



6,317
CARDIAC
CATHETERIZATIONS

1,048
CARDIAC
SURGERIES

721
ELECTROPHYSIOLOGY
STUDIES

2,281
ANGIOPLASTY
PROCEDURES (PCI)

1,105
PACEMAKERS AND
IMPLANTABLE CARDIAC
DEFIBRILLATORS
IMPLANTED

649
ABLATIONS
PERFORMED

REGIONAL CANCER PROGRAM



56,918
OUTPATIENT VISITS

10,102
CHEMOTHERAPY
& SUPPORTIVE
TREATMENT
VISITS

25,808
RADIATION
FRACTIONS

RESEARCH



94
NEW STUDIES

232
OPEN RESEARCH STUDIES

2014 / 15 VITAL SIGNS

DIAGNOSTIC IMAGING



313,182 16,536 26,633
DIAGNOSTIC EXAMS MRI SCANS CT SCANS

OUR PEOPLE



3,084
STAFF

576
DOCTORS

804
STUDENTS

1,171
VOLUNTEERS

118,922
HOURS DONATED
BY VOLUNTEERS

EMERGENCY DEPARTMENT



103,128 EMERGENCY ROOM VISITS



MATERNAL CHILD



2,657
BABIES BORN



STUDENTS



673
NURSING

68
ALLIED HEALTH

31
NON-CLINICAL

32
EMS

Background



Patients First: Action Plan for Health Care



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".



596 Davis Drive
Newmarket, Ontario
L3Y 2P9

Tel. (905) 895-4521, ext. 2104
Fax. (905) 830-5972
Website: www.southlakeregional.org

Volunteer Application Form - Patient and Family Advisor

PLEASE PRINT AND ENSURE THAT ALL QUESTIONS ARE COMPLETED AS FULLY AS POSSIBLE.

Name: (print first, last)

Title:

Province:

Postal Code:

Cell:

Cell:

Position:

Patient and Family Advisory Program

in. Please specify the times when you are able to attend meetings.

THURS.	FRI.	SAT.	SUN.

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SHOCKINGLY EXCELLENT



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.