



Patient and Family Partners

New St. Paul's Hospital - Model of Care Development

What is a Model of Care?

A Model of Care helps health care teams understand patient needs and how health care professionals can best work together to meet those needs.

How do we develop a Model of Care?

Models of Care are developed in partnership with experts, for specific programs such as critical care or emergency.

The steps to develop a Model of Care may include:

- Identifying care needs: Map the patient journey and experience
- Designing a Model of Care: Match the care needs with appropriate professionals, identify innovative practices, and optimize the use of clinical staff

What does engagement look like in Model of Care Development?

Patient partners are invited to provide the patient perspective to support the development of a Model of Care.

Why is important to include Patient Partners?

Patient Partners have a unique perspective and are key members of the health care team.

By engaging patient partners, we can make sure the Model of Care reflects the needs and experiences of the people it impacts, so that we can provide care that matters to patients.

How to engage in Model of Care Development?

Patient Partners help in the development of Models of Care by incorporating their feedback into the final document

Qualities of a Patient Partner:

- Shares insights and information about their experiences
- Sees beyond their own personal experiences
- Respects the perspectives of others
- Speaks comfortably in a small group
- Works well in partnership with others
- Is committed to providing input on the patient journey the proposed Model of Care

Mail 1081 Burrard Street
Vancouver, BC Canada, V6Z 1Y6
Office 4th Floor, 1190 Hornby Street
Vancouver, B.C., Canada, V6Z 2K5
T: 604-806-9090

providencehealthcare.org

Sites
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Holy Family Hospital
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