

Welcome New e-Members!

It is becoming a regular feature of our newsletter to welcome new members! We are growing quickly. Each new e-member enhances the voice of patients and a large number of e-members indicate that patients want to be engaged in the health system and want to join the deliberations about its future in Canada. If you know anyone interested in joining please direct them our web site where they can learn more about us. We hope that many of them will join.

These occasional newsletters are meant to help everyone keep track of PAC's activities since the last newsletter. At the bottom of this newsletter you will find links to our web site for more frequent updates as well as contact information so that you can write to us or call us if you have questions. We answer all emails and phone calls as quickly as we can.

Because many of you are new to the Patients' Association we have included a link to our Introductory Package that tells you a little bit about us, some of our activities, and gives you a chance to volunteer and to donate funds to help us continue to grow. If you are in the Toronto area you can join us at our next members' meeting

Trillium Success

There are many people who already participate in the health care system as board members who would like to assume more of a patients' perspective, and there are many organizations in health care who would like members of their boards to help bring the patient perspective to their meetings. We have been awarded almost \$100,000 from the Trillium Foundation grant to help this happen. Our goal is to find 40 board members throughout Ontario who will join our efforts.

Those who do join us will meet other like-minded board members at conferences around the province. They will be encouraged to form peer to peer networks to share experiences and learn from each other. We will provide experts who may serve as mentors and provide ongoing support. They will

- Assist with reviewing board materials
- Check over agendas and help prepare for board meetings
- Debrief with board members following meetings
- Provide other forms of support as necessary

A help line will connect them to particular experts to answer technical questions. A web based library will contain links to relevant literature. Several conference meetings across the province, and a year-end provincial conference will help identify our next steps and be part of a critical evaluation of our efforts.

Sholom's Travels

I have been invited to be a participant-observer at the annual conference of the Canadian Medical Association in St. Johns Newfoundland. A major topic at the conference will be the role of patients in the health system. We expect that we will have some contributions to make and look forward to

Engaging Patients in Hand Washing Campaigns

Our hand washing initiative has progressed. Manifest Communications has worked hard and come up with creative and exciting new ways of involving patients in hand washing campaigns and we have excited various possible partners who may support our efforts. A comprehensive campaign has been designed, and now we are looking at funding models for it and partners who will help fund it.

Patients Redesigning Services

Our efforts to engage patients in the redesign of health services are moving along. We have contacted several organizations to discuss how to proceed with a patient panel and are awaiting their response. We expect next steps to begin in September of this year.

Web Site Updates

The Web site keeps growing. We have now created the basic infrastructure for the User guide etc..

We have also brought the material from my long term blog on to the site. You will find all my articles, presentations and musings arranged in chronological order. All the most recent material is about the patient experience and much of the earlier piece lead right into it. So take a look. You might find some useful bits in it.

The Patients' Choice Awards Continue

The Patients' Choice Awards are growing. The winners of the Patients' Choice Awards in Windsor are Dr. Kouslai Naidoo who is a family doctor and Dr. Barry Emara who is a specialist who performs cataract surgery. Both are especially caring doctors who listen carefully to their patients and hear what they have to say. The ceremony was well attended. It was reported in the Windsor Star and a particularly careful CBC which created a mini documentary.

The next Patients' Choice Awards will be celebrated in Sarnia on September 21. Patients will nominate Sarnia doctors who are especially patient sensitive, and a patient jury will set the criteria and select the winners once again. The deadline for nominations is September 10 and two winners will be selected soon after. We are looking forward to hearing from patients in the Sarnia area.

I want to Contribute

There are many ways to contribute to the Patients' Association of Canada. The easiest is to simply add your name to our list of e-members and follow our newsletter. If you want more involvement you can sign up to volunteer by filling out the volunteer form. If you like you can donate money through our web site or by mail. (We give charitable receipts for all gifts of \$10 or more.) If you have some ideas that you would like to talk about get in touch with Christina Spencer at 416 785 2500 ext 2247.

Next Members' Meeting

Our next meeting will be on Wednesday September 16th from 6:30 – 8:30 PM at OISE Room 510. Please confirm your attendance so that we will have some idea of numbers, and invite any friends who might be interested. The members meeting will allow us to explore what we are about in more detail, learn more about you as members, and continue to develop and refine our understanding of how patients can participate in health care.

Patiently yours,

Sholom Glouberman

The Patients' Association is a patient-led and patient-governed non-profit organization that seeks to increase the engagement of patients in health care. We believe that more involved patients can help improve everyone's health care experience. To learn more visit our website at www.patientsassociation.ca or write to Communications@patientsassociation.ca or call (416) 785-2500 ext. 2472 (our phones are not covered on a daily basis. Please leave a message and we will get back to you).