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CCHL Greater Toronto Area Webinar

October 24, 2013

1200 – 1300 EDT

Engaging Patients in Improving the Patient Experience

How Cancer Care Ontario has leveraged its Patient and Family Advisory Council for health system improvement

Presenters:

Esther Green, Provincial Head, Nursing and Psychosocial Oncology and co-Chair of the Patient and Family Advisory Council and

Joanne MacPhail, co-Chair of the Patient and Family Advisory Council, Cancer Care Ontario

The voice of patients and family members can be a powerful tool in improving quality, the patient experience and patient safety. As organizations around the country look to improve the way in which care is delivered, many are heightening patient engagement to drive their improvement efforts.

Cancer Care Ontario has identified patient centered care as a strategic priority of the organization. To move this work forward CCO has created a Patient and Family Advisory Council (PFAC) whose mandate is to provide advice and recommendations on proposed strategies to promote a patient-centered approach to the planning and delivery of cancer services at a provincial level.

Join us on this webinar to learn how Cancer Care Ontario has engaged patients through its PFAC and the impact it has had on the organization.

Price (HST included):

CCHL Members	\$45.00
Non-Members	\$55.00
Student Members	\$10.00

[Register Online](#)

Via webinar, access information will be included in your registration confirmation



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MAINTENANCE OF CERTIFICATION

Attendance at this program entitles certified Canadian College of Health Leaders members (CHE / Fellow) to **1 Category I credit** toward their maintenance of certification (MOC) requirement.