

Patient Partnership

An orientation guide for patients and families



Introduction

A welcome to our partners

Welcome! Thank you for your interest in making a difference through patient partnership. This booklet is intended to assist patients and families to better understand their role as a patient partner and provide strategies to ensure meaningful engagement.

On behalf of Mohawk College and the School of Health, I would like to express my sincere gratitude for sharing your time, knowledge and lived experience to guide our academic programming and improve the future of healthcare.

Kindest regards,

Wendy Lawson

Wendy Lawson MAppSc, CRGS, CRVS, FSC
Associate Vice President Academic
Dean, School of Health
Mohawk College



About Mohawk College

Preparing Future Ready graduates

Mohawk College is a leader in demand-led education and skills training to address workforce shortages, upskilling and training for jobs of the future. With a broad offering of postsecondary, continuing education, apprenticeship, community-based and online programs, Mohawk has developed pathways to education and employment for learners throughout the Hamilton region and beyond, becoming a preferred choice for students of all backgrounds who are seeking real-world learning experiences.

With over 30 health-focused programs, Mohawk students learn from professional faculty in the most advanced simulation labs and apply their skills in real-world clinical placements. From diagnosis and treatment to rehabilitation and wellness, Mohawk's wide range of interprofessional programs equip students with the skills and knowledge needed to succeed in the growing health care sector.

Over the last few years, faculty and students have expressed a growing interest in bringing the patient voice into the classroom to encourage new ways of thinking and improve the way we teach, learn and work in healthcare. In consultation with our hospital partners, Mohawk College is pleased to introduce the Patient Partner Program as part of our ongoing commitment to prioritize patient- and family-centred care in education.

Mission and vision

Our Strategic Plan evokes a vision of Mohawk College as a postsecondary destination renowned for its innovation culture and for skilled graduates ready to make a difference. It positions Mohawk as a preferred choice for local and international students seeking real-world learning experiences and services customized to their needs. It also positions Mohawk as an ideal college for employers interested in partnering with us and in recruiting our highly desirable graduates



Our mission

We educate and prepare highly skilled graduates for success and contribution to community, Canada and the world.



Our vision

Future ready. Learning for life.



Our values

Our values guide our actions and decisions, define our innovation culture, and focus on students, staff and community.

[Learn more about Mohawk College's Strategic Plan](#)



Join our Patient Partner Program

Mohawk College's Patient Partner Program aims to build a community of patients and family caregivers with unique experience and knowledge (gained through living with a condition or illness, receiving treatment or supporting a loved one) interested in sharing their perspectives to improve the way we deliver healthcare education.

Our goal is to connect you with opportunities that align with your personal experiences and allow you to make valuable contributions.



**Better
decision-
making**

**Improved
safety**

**Enhanced
patient
experience**

Your impact

Sharing your healthcare experiences is a powerful way to help educational institutions integrate patients' and families' voices, choices and representation in the classroom. This progressive pedagogy helps students understand care from the patient or family member perspective and use this insight to inform decisions, improve safety and enhance the patient experience.

By engaging in Mohawk College's Patient Partner Program, you can help make a profound impact in health education and the delivery of care.

Time commitments

Mohawk College offers partners the autonomy to participate in whatever capacity they choose. This means you decide when you're ready to engage, which opportunities you're interested in and how much time you can dedicate. Before committing to an opportunity, you will be provided sufficient information about the amount of time and level of commitment required to support your decision.

Available opportunities

As a partner, you will be kept informed about upcoming opportunities by email. When you receive information about a new opportunity, there are several factors you should consider to determine whether or not it is the right fit for you. Here are some questions to ask yourself when considering committing to a new opportunity.

- Does the date, time and location of the opportunity fit with my schedule?
- Can I commit to any additional work that may come out of the opportunity? (i.e., follow-up meetings)?
- Am I interested in the topic/tasks? What can I contribute?
- Is there anything about participation on this opportunity that may be difficult for me to talk about/think about?

Benefits of becoming a partner

- Become meaningfully engaged in healthcare education
 - Actively participate in research, clinical and curriculum development
 - Have your opinions heard and valued
 - Learn to advocate effectively for improved healthcare services
 - Help accelerate changes that lead to better health outcomes
 - Gain new knowledge and skills
 - Develop new relationships with faculty and students
 - Meet other patients with similar conditions
 - Receive complimentary parking
- 



Sharing your healthcare experiences

If you decide to share your experience, carefully consider the narrative that best reflects your personal perspective.

- What went well during your hospital experience?
- What things did people say or do that were helpful?
- What processes worked well?
- What did not go well during your hospital experience?
- What things did people say or do that were not helpful?
- What processes could have gone better?
- What would you suggest that might have improved the situation?

Equity, Diversity and Inclusion

Mohawk College is committed to nurturing an equitable, diverse and inclusive environment for everyone who learns and works at the college. All patient and family partners have the right to share their thoughts, experiences and perspectives in adherence with Mohawk College policies.

Make the most of your experience

Mohawk College is committed to empowering patient/family partners by providing dynamic platforms to share their expertise, opinions, and advice in a way that's both purposeful and authentic. Highlighted below are some of the skills and abilities that will enable you to make meaningful contributions and get the most out of your experience.

Honour commitments

Listen with empathy

Provide feedback

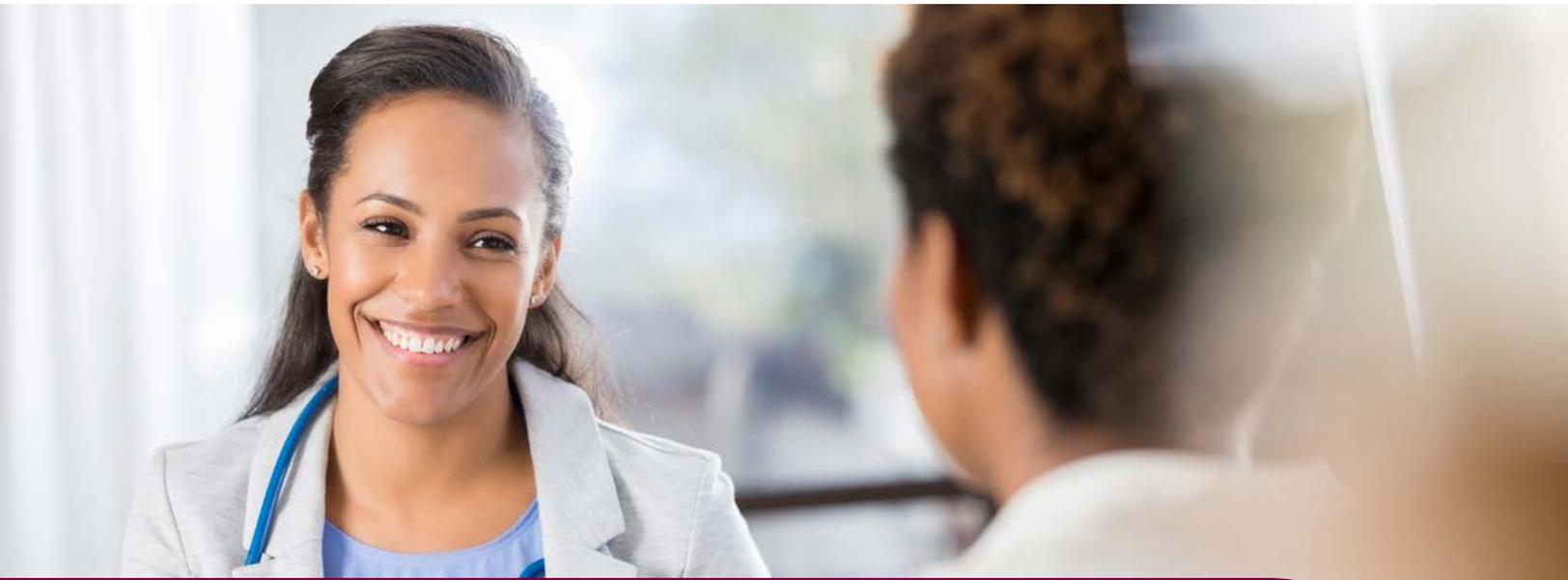
Be authentic

Respect confidentiality

Share experiences

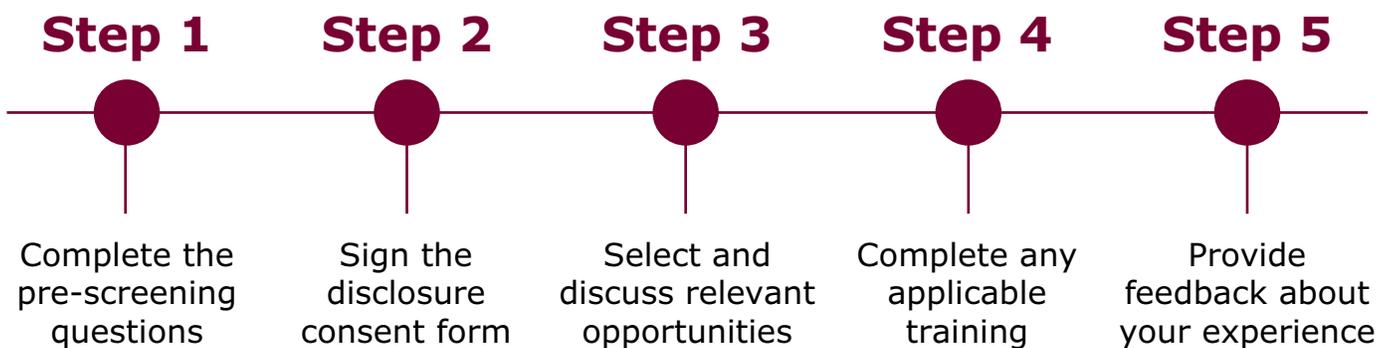
Think broadly





Help build a better future for healthcare

Mohawk College is pleased to offer the appropriate tools, resources and training necessary to facilitate meaningful engagement. Follow the steps below to become actively involved with our Patient Partner Program and help make a difference in healthcare education.



[Complete the pre-screening questions](#)