

Steve W. - Patient and Family Advisor



As a lifelong resident of the area, Steve can still remember when North York General Hospital (NYGH) was built. As Steve's retirement approached, his wife, a family physician affiliated with NYGH, suggested he explore the Patient and Family Advisor (PFA) program at the hospital. A long-time collaborator with PFAs in her research work, she knew firsthand that advisors contribute in valuable ways.

Two years ago, Steve applied to the PFA program and was accepted. He enjoys the opportunity to use his personal, lived healthcare experience as a patient, as well as his lifelong professional experience as an engineer, to contribute to many initiatives in the hospital. Steve is glad to be part of improvements to the patient and family experience, helping to make it less stressful and enhance outcomes.

Since joining the PFA program, Steve has contributed to many areas of the organization. This includes reviewing departmental policies and patient and family educational materials, as well as serving on several hiring panels. He also reviews patient-facing digital platforms. Steve is a member of the Quality of Care committee, the new LGBTQ+ committee and the capital planning team.

Of course, everything changed with the pandemic. While many programs and services were temporarily halted, they soon resumed through a pivot to a virtual model. PFA meetings now take place over Microsoft Teams. This has been a major change, but most PFAs adapted successfully and are now used to this new way of doing business ("Steve, you're on mute").

Steve is looking forward, as we all are, to a post-COVID-19 world and a time when PFAs will return to in person hospital visits. He is excited to meet face-to-face with his peers and hospital staff and continue to promote change and improvement. Steve is thankful that NYGH, his community hospital, continues to value and focus on the patient and family experience.

Steve, thank you for ensuring that people come first in everything you do!

