

News Release

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Bluewater Health Celebrates Staff Impact on Patient Experience

SARNIA & PETROLIA – April 24, 2019 – Bluewater Health is marking Patient Experience Week with an invitation to the community to celebrate the hospital’s efforts to create exemplary healthcare experiences with patients and families every day. Staff and patient experience volunteers will honour Bluewater Health’s commitment to patient and family-centred care, from 10:00 am to 2:00 pm on Friday, April 26 in the atrium in the Sarnia hospital.

“Patient Experience Week is an annual event to celebrate healthcare staff and our community who are impacting patient experience every day,” says Lisa Hawthornthwaite, Patient Experience Specialist, Bluewater Health. “From the nurses and physicians, support staff and executive professionals, to patients, family and the Sarnia community, so many people are working hard to make each patient’s experience the best it can be.”

Patient Experience Partners are the hospital’s partners in exemplary healthcare, and their purpose is to ‘give a voice for positive change.’ Patient Experience Partner is a volunteer role that allows patients and families to work together to influence Bluewater Health’s policies and practices, to redesign care and to educate people about what really creates an exemplary healthcare experience.

“We have a huge community committed to the patient experience efforts, including many of our patients and families,” adds Hawthornthwaite. “Bluewater Health is privileged to have a number of Patient Experience Partners who have experienced care here within the last three years who help us with our efforts to improve. We want to thank everyone who is committed to improving the patient and family experience at Bluewater Health.”

Bluewater Health is proud to be a member of the world-renowned Beryl Institute for easy access to the best approaches for improving the patient experience. The hospital also continues to invite people to “Tell Us Your Story” in order to help executives, board members and staff understand better when they did or did not meet patient and family expectations, and to reflect on the impact of patient and family-centred care. Those interested are invited to contact the Patient Experience Office by email at patientexpereince@bluewaterhealth.ca or phone at 519-464-4436.

Bluewater Health, with locations in Sarnia and Petrolia, cares for the residents of Sarnia-Lambton. With close to 2,500 staff, Professional Staff and volunteers, Bluewater Health provides an array of specialized acute, complex continuing care, allied health and ambulatory care services. Bluewater Health’s Mission is: *We create exemplary healthcare experiences with patients and families every time.* For more information about Bluewater Health, visit www.bluewaterhealth.ca or follow us on Facebook, Instagram, LinkedIn, Twitter and YouTube.

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