

# GHHN 2022 PATIENT STORYTELLING TOOLKIT

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Greater  
Hamilton  
Health  
Network



*Building community  
health together.*

# PATIENT FAMILY CAREPARTNER LEADERSHIP NETWORK



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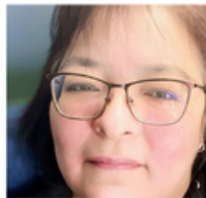
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**PATIENT FAMILY  
CAREPARTNER  
LEADERSHIP NETWORK**



*Thank you to our incredible Patient Advisors for their leadership and willingness to share their stories and experience to help shape healthcare!*



# SHARING YOUR STORY TO SHAPE HEALTHCARE

## Thank you

Thank you for being open to sharing your story to help others on their own healthcare journey. Sharing your story can create a ripple effect by bringing awareness and understanding to providers and give people hope on their healthcare journey.

The GHHN is committed to partnering with patient, families and carepartners to co-develop healthcare transformation. The Patient Story is an important resource on this healthcare transformation journey as they provide qualitative insights and ground data in real life experiences. Patient stories help to provide insights on the services they or their loved one's have received, or projects they have been part of as patient advisors to make meaningful contributions to healthcare transformation.

Collecting Patient Stories is an important process, and we want to ensure that you feel supported throughout the process and knowledgeable about the risks and benefits before you commit.

## Why

We want to include patient stories because they provide qualitative insights and ground data in real life experiences that are foundational to understanding and transforming healthcare.

## What

We are asking patients to share positive, inspirational and difficult experiences within the healthcare system to help create awareness and invite others to consider new ways of thinking, being and doing.

## Tone

While it is important to share the difficult experiences within healthcare, it is important that all of our messages offer hope and point the way forward to a better outcome. Difficult experiences need to be shared in a way that is not re-triggering for the patient or the person reading/hearing the story, and invites (rather than calls out) providers and patients to be part of the solution.

We are not asking you to reduce or sugar coat your experience but consider how it could be used to inspire learning, unlearning and relearning.



Sarah Precious  
Manager of Engagement  
and Communications





# Risks and Benefits

As you know there are many benefits to sharing your story (as outlined above) but it is important to consider the risks too.

## When retelling your story

- it may trigger you to re-experience the situation you went through (emotions)
- consider how sharing your story could affect those around you (love ones, carepartners)
- not everyone may respond positively to what you share
- your personal information will be available to others
- be sure to debrief after your story is shared and have a support system in place ahead of time

Please see the “Sharing your story safely” PDF from the Mental Health Commission of Canada [https://mentalhealthcommission.ca/wp-content/uploads/2021/06/covid\\_19\\_tip\\_sheet\\_sharing\\_your\\_story\\_safely\\_eng.pdf](https://mentalhealthcommission.ca/wp-content/uploads/2021/06/covid_19_tip_sheet_sharing_your_story_safely_eng.pdf)

## Ownership

This is your story and you own it, if you change your mind at any time and no longer want to share your story please let a GHNN staff know and we will support you and make the necessary changes.

## Preparing to Share

Story should be up to 3 minutes in length

- Outline
  - Topic-what are you sharing
  - Purpose-why are you sharing this?
  - What happened
    - Remember we aren't here to place blame, or call people out
    - We want to create awareness, invite people in and leave them with new knowledge and a desire to put it into action
  - Inspiration- what was done well, what is the opportunity,
    - This is the opportunity to bring people in and create awareness, the teachable moment
  - Resources
    - Are there resources available you want to share?
  - If it is a case study
    - What are the questions you want to ask to inspire learning and unlearning?

## After you share your story

A GHNN staff will be available to debrief the experience and ensure you feel heard and supported.





# Thank you

Thank you for considering sharing your story to help shape healthcare in Hamilton, Haldimand and Niagara Northwest.

If you have questions, concerns or want to discuss this further with your GHHN staff lead please contact Sarah or Anna directly.

## Patient Family CarePartner Leadership Network work

[Engagement Strategy](#)

[Patient Family CarePartner Declaration of Values](#)

[Blog Article](#)

[Newsletters](#)

## Email

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## Stay Connected

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