

## Meaning of the logo

The logo represents the partnership between patients and the care and services offered to them.



The circular shape shows the feedback process which is part of a continuous quality improvement effort. The eye represents the monitoring role and vision of the patient experience at the heart of our approach.



Expertise at the heart of recovery

Are you a patient or a loved one who wishes to share their experiences related to the care and services received?

Do you think we could improve certain aspects of the care experience?

Do you want to suggest ideas and express your views on different themes?

Do you want to contribute to improving the quality of care and services by getting directly involved in committees or projects?

**To contact the Office of Patient Experience**

**Submit your request to your clinical team or by email  
[bep.pinel@ssss.gouv.qc.ca](mailto:bep.pinel@ssss.gouv.qc.ca)**



Office of Patient Experience

*An overarching mission that draws on the experiential knowledge of patients and loved ones in improving care and services*

## Purpose

The Office of Patient Experience (BEP) aims to **improve the quality and experience** of care and services provided by the Institute.

It actively seeks the **perspective and experiential knowledge** of patients of the Institute and their loved ones so that they can exercise greater influence on decisions relating to their care and services.

## BEP's objectives

The BEP aims to:

- Elicit the experience of users and their loved ones with a view to improving quality of care and services;
- Work in partnership with patients to allow the organization to integrate their perspective and knowledge into decisions, the environment and the provision of care and services.

## Some key concepts\*

**Partnership** is an approach based on the relationship between patients, their loved ones and the health and social services system. It aims to strengthen the human component which is at the heart of the interactions between the various actors.

The **patient experience** refers to all of the perceptions, interactions and events experienced by patients and their loved ones throughout the care and service trajectory.

**Experiential knowledge** is knowledge resulting from the experience of the illness and its treatments, from the realities linked to one's condition or psychosocial situation, from one's experience and knowledge of one's trajectory of care and services, as well as from the repercussions of their problems on their personal life and that of those close to them.

\*Source : DCP, CIO-UdeM (2016)  
*Terminologie de la pratique collaborative et du partenariat patient*

## Examples of participation

- Participation in advisory committees
- Completing surveys
- Participation in organizational projects

