

# Heather Thiessen

Heather Thiessen has been a patient in the Canadian Healthcare system for the past 30 years. Dealing with two chronic neurological conditions, Multiple Sclerosis and Myasthenia Gravis, she has seen the good and bad in health care.

In her 9th year as a Patient and Family Advisor in Saskatoon, Saskatchewan. Heather has partnered in numerous improvement events in the Saskatoon area and is co-chair of the Saskatoon Steering Committee. With the new Saskatchewan Health Authority (SHA), Heather sits on the Accreditation Oversight Committee and the Provincial Policy Committee as well as mentoring some senior leaders on PFCC.

Heather has been invited to speak at numerous conferences both nationally and internationally about her journey in healthcare and how the voice of the patient should be front and center. Heather also mentors 1st year nursing, medical and pharmacy students sharing the patient journey to help the students understand the culture change required to achieve a Patient and Family Centred Care health system.

Heather has helped to develop an orientation for all new Patient and Family Advisors in the Saskatoon area of the SHA and with orientation with new Employees in the SHA. This role is exciting for Heather to illustrate through her experience the importance of Patient and Family Centred Care.

She also co-chairs the Medavie Health Services West PFCC advisory, this role is new as Heather is mentoring paramedics as they embark on a PFCC journey.

Heather is a strong champion for Patient and Family Centred Care and works tirelessly to make sure the patient and family voice is not only heard but fully integrated in healthcare to improve the patient experience.

Heather joined as a Patient Surveyor with Accreditation Canada in the fall of 2017.