

## STEP 2 SELECTION CRITERIA FOR USERS AND ACCOMPANYING PATIENTS (AP)

### CARE EXPERIENCES



- Have experienced at least one episode of care within the trajectory concerned.
- Be able to step back from your illness and care path.
- Have received care in the facility where you wish to be a AP.
- Be psychologically and emotionally “stable”.
- Have respected the treatment and follow-up plan established by their clinical team.

### MOTIVATION



- Be available and motivated to actively engage with the clinical team and patients for the duration of the program.
- Demonstrate a desire to help people and to contribute to a goal that goes beyond one’s individuality.

### COMMUNICATION AND COLLABORATION SKILLS



- Welcome patients’ questions, concerns and emotions, and adapt support accordingly.
- Demonstrate listening skills, empathy, etc.
- Express themselves clearly and simply.
- Express a constructive attitude when dealing with the healthcare network in general.
- Be constructively critical.
- Be able to generalize his/her experience to other care contexts.

### PHILOSOPHY



- Understand the vision and implications of the healthcare partnership model.
- Not be in conflict with the facility or anyone within the facility.