



Introducing a patient experience specialist

Judy Baxter Foreman is a patient experience specialist at Hamilton Health Sciences. She has been in this role for two years.

What made you enter your field of work?

I have worked in health care for many years and have always felt it a privilege to support patients at a time when they may feel very [vulnerable](#). I am struck by the impact that compassionate and empathetic listening can have on people. Those types of interactions make my job meaningful to me.



What do you love most about your job?

There are lots of interesting aspects to my job that I enjoy. One of the things I love is working with the patient and family advisors and seeing the collaborative process when they are engaging with staff and physicians on projects and working groups. Advisors are people who have experienced care at HHS as a patient or a care provider/ family member of a

Tell us about your most gratifying experiences at HHS.

Of course we strive for every patient experience to be a great one, but when people do bring concerns to our attention, it can be gratifying to see how their feedback can make a positive difference and to see how appreciative people are when their concerns are resolved.

