


| | | | |
|---|--|--|------------------|
|  | <input type="checkbox"/> Policy <input type="checkbox"/> Procedure <input type="checkbox"/> Protocol <input checked="" type="checkbox"/> Terms of Reference | Section Board Governance | Number 02-038 |
| | Patient and Family Advisory Council (PFAC) – Terms of Reference | | |
| Date Issued: October 2016 Date Review/Revised: February 2017 Next Review Date: February 2018 | | | |
| Owner: President & Chief Executive Officer | Reviewer(s): Executive, Governance & Planning Committee, Board of Directors | Approver: President & Chief Executive Officer | |
| Cross Reference: Description of Community Committee Members 02-028 | | | |

This is a CONTROLLED document for internal use only. Any documents appearing in paper form are not controlled and should be checked against the document (titled as above) on the file server prior to use.

Preamble

South Huron Hospital Association (SHHA) has embraced the need for a patient and family centred approach to health care and has prioritized the development of support systems that will allow us to enhance the delivery of health care services around the needs of our patients and their families.

Purpose

To serve in an advisory capacity and make recommendations on matters that impact the patient and family experience at SHHA. The Council acts in an advisory capacity to ensure the patient and family voice is integrated in the planning, delivery and evaluation of services at SHHA. To assist the Board in providing exceptional care to the people of our communities. Patients will become more involved in the hospital's care, safety and service-improvement initiatives. The Council will ensure that the perspective of patients and their families is always incorporated into organizational activities and decision-making.

Policy

Responsibilities

- Provides advice to the hospital leadership team on practices and initiatives related to patient and family centred care.
- Help the Board and Leadership Team better understand the communities SHHA serves and the specific needs in the communities for hospital based services.
- Provides feedback and advice on items referred to the Council, including policies, procedures, care practices, materials and communication strategies.
- Participate, as appropriate, in the review and development of SHHA programs and services consistent with the needs of the communities served and to assist the hospital in setting priorities in program areas.
- Participate in the strategic planning process.
- Participates in the annual development of the hospital's Quality Improvement Plan.
- Responds to requests to partner on committees, project teams, task forces, and working groups related to enhancing the patient experience.
- Provides input and feedback into education, policy, and program development relevant to the Council at the corporate, program/department or unit level.

- Advise the hospital on how to best engage other groups in the community who are not represented by the current membership.
- Actively promote and create new opportunities for communication and collaboration among patients, families and staff.
- Receive reports on the patient experience.
- Support SHHA's community engagement by directing them on how to contact SHHA to have questions and concerns addressed.
- Provides the Leadership Team with an annual report outlining the Council's work.

Confidentiality

Many issues being discussed will be of a confidential nature. Members will be asked to sign a statement of confidentiality. In addition, new members must obtain a criminal reference check for the vulnerable sector. The issue of confidentiality will be raised at the time of discussion; however, if the issue of confidentiality is unclear, it should be raised at the meeting and a decision made before leaving the room.

Membership

Patient and Family Advisory Council membership consists of 6-8 people (4-6 community member positions and 2-3 staff member positions). Members shall be (former) patients or family members of patients, who have received care at SHHA within the last year. Immediate family members of Hospital Staff cannot become a member.

Members should reflect the current demographics for the Emergency Department, In-patient and Out-patient population of the hospital. Given the priorities of the hospital for a certain time frame, the demographics for one of these three might be favoured.

Members will be invited to join the Council by the Chair.

The Council is chaired by a staff member. The staff member will be the Chief Nursing Executive. SHHA staff will be invited to sit as members on the Council. Additional SHHA staff may be invited to participate on the Council as non-voting subject experts as/when required, typically for the duration of a project.

Recruitment

New members will be recruited as needed throughout the year to maintain membership. Other ways of finding new members are by posting information about the Council on the website, on posters in the hospital, or through compliments or complaints cards sent by patients or family members who have been involved in the past with committees in the hospital. Members will be selected by the Council Chair, through a formal application and interview process.

Patient and Family Advisors should:

1. Have a passion for enhancing the health care experience for other patients, families and caregivers;
2. Be willing to share insights about your own experiences in health care;
3. Be a good listener;
4. Be open to seeing beyond your own personal experiences;
5. Be able to promote the mission of SHHA.

No person shall be qualified for membership on the Advisory Council if he or she:

1. is less than eighteen (18) years of age;
2. has not, for at least the previous three (3) months preceding their application for membership, been a resident of, or employed or work in the area served by the Hospital as established by the Board;
3. is, or has been in the past year, an employee of the corporation, a member of the Professional Staff, a member of the SHH Foundation, , a member of the SHHA Board of Directors;
4. is an immediate Family member of a person identified in section (3);

Applicants who do not meet these basic qualifications shall be advised of their ineligibility to serve as members of the Advisory Council.

Membership Terms

Membership is for a one-year term, however, Council members may renew for additional one year terms.

Renewal is subject to determination of the member's continuing ability to provide input that is based on recent experiences with the services at SHHA, as well as consideration of the need to maintain a balance between new and experienced members.

After an absence of at least three (3) years, an individual shall be eligible to be reappointed as a member of the Advisory Council.

Members missing more than 3 meetings without notice will be contacted by a member of the Council in order to re-evaluate their ability to commit to the Council. Members may request a temporary leave of absence without removing themselves from the Council permanently, at the discretion of the Chair.

Members wishing to terminate their membership are asked to provide one month notice to an officer of the Council. An exit interview will be completed upon departure.

Functions/Objectives of the Team

- To share ideas for the purpose of problem solving.
- To maintain two-way communication between patients and the hospital.
- To give input on items that are important for the hospital.
- To uphold the values of SHHA.
- To work positively, cooperatively and respectfully with other members, the professional staff and the Leadership of the Hospital.
- To strive to attend at least 75% of meetings annually.
- To come prepared to meetings, ask questions, and make a positive contribution to discussions.
- To share their individual ideas, perceptions and perspectives about SHHA.
- To bring knowledge, expertise and feedback from their organization, neighbours, family or personal experience about how SHHA can improve.

Officers and Their Duties

Officers of the organization shall be the Chair, Co-Chair (if applicable) and Secretary.

Chair:

- Presides over all meetings.
- Develops and finalizes Agenda.
- Review and revise meeting minutes.
- Communicate with PFAC members.
- Confers with Leadership Team on matters related to PFAC matters.
- Represents and speak on behalf of the PFAC at special events and functions related to PFAC.
- Invites guest speakers.
- Is a staff member.

Co-Chair: (if applicable)

- In the event of the Chair's absence, will preside over the meeting.
- Undertakes any tasks at the request of the Chair.
- Assists and works closely with the Chair.
- Will arrange for staff to provide extra information on certain topics (if needed).

Secretary:

- Records the minutes of each meeting.
- Keeps the minutes as a permanent record.
- Informs the members of the next meeting.

If an officer is no longer able to perform his/her duties, the organization shall appoint a member to serve out the remainder of the term.

Activities of the Council

- Members are expected to read documents in preparation for each meeting.
- Members are expected to attend meetings and to notify the secretary of their absence, prior to a scheduled meeting.
- Meeting agendas are set by the Chair with input from President & C.E.O. and Council members. Agendas will be circulated one week in advance.
- Minutes of meetings are distributed to all members.
- At the beginning of the year, the Council decides on what topics they want to discuss that year and establish an annual work plan.

Rights of Members of the Council

Members of the Advisory Council shall be entitled to the following rights and privileges:

- Receive notice of and attend the Annual General Meeting.
- Apply for, and if approved by the Board, be appointed as a Community Committee (non-Board) member of Board committees as identified in policy Description of Community Committee Members 02-028;
- Attend committees on a by-request basis, to provide feedback and consultation on specific projects.
- Receive the annual financial statements and the report of the auditor.

Frequency of Meetings

Meetings will be held quarterly, at a minimum.

Quorum:

50% of Council members shall constitute a quorum.

Reporting

The Council Chair will communicate with the President & C.E.O. on a regular basis. Minutes of the meetings will be shared at the Leadership Council. The PFAC will receive follow-up on what has been decided by the hospital through the Chair.

Evaluation

Each committee member will complete committee self-assessment template. The results of the self-assessment will be utilized to measure and improve committee effectiveness.

The Chair of the committee will receive completed forms and report results to committee members at the following meeting.

Related Documents

Appendix A Committee Self-Assessment

References

Arnprior Regional Health. 2016. Patient Family Advisory Council Terms of Reference.

Queensway Carleton Hospital. 2015. Patient & Family Advisory Council Terms of Reference.

Quinte Healthcare Corporation. 2013. Advisory Council.

St. Mary's General Hospital. 2016. Patient and Family Advisory Council.

APPENDIX A

**SOUTH HURON HOSPITAL ASSOCIATION
Patient and Family Advisory Council**

**Committee Self-Assessment
(voting and non-voting to complete)**

| | Strongly Agree | Somewhat Agree | Disagree | Strongly Disagree | Not Applicable |
|--|----------------|----------------|----------|-------------------|----------------|
| Terms of Reference and Composition | | | | | |
| 1. The committee has clear and appropriate Terms of Reference | | | | | |
| 2. The committee has the right number of members | | | | | |
| 3. The committee has members with the skills and expertise that are needed by the committee | | | | | |
| Committee Management | | | | | |
| 4. The committee meets at the appropriate time of day | | | | | |
| 5. I received orientation to the committee that was helpful to me as a member of the committee | | | | | |
| 6. The committee is receiving the support from hospital management that it requires | | | | | |
| 7. Information is received sufficiently in advance of the meeting | | | | | |
| 8. The committee meets the right number of times over the year | | | | | |
| Committee Effectiveness | | | | | |
| 9. The committee is working effectively | | | | | |
| 10. The committee performed its annual work plan | | | | | |
| Chair Effectiveness | | | | | |
| 11. The chair is prepared for committee meetings | | | | | |
| 12. The chair keeps the meetings on track | | | | | |
| 13. The chair fairly reports on committee's work to the board | | | | | |
| 14. The chair encourages participation and manages discussion | | | | | |
| Overall Committee Performance | | | | | |
| 15. Overall, I am satisfied with my contribution to the committee | | | | | |
| 16. Overall, I am satisfied with the committee's contribution to the board | | | | | |

Comments and suggestions for improvement to committee processes:
