

Patient & Family Advisory Council (PFAC)
Terms of Reference
September 22, 2015

Role

The role of the Patient and Family Advisory Council (PFAC) and the appointed “Advisors” at Perth and Smiths Falls District Hospital (PSFDH) is to identify current and future opportunities to improve the care experience for patients, family and caregivers. By building a formal and structured partnership between Advisors and the organization, PSFDH will be able to better identify and integrate the patient perspective in its planning and activities.

The goal of the Council is to:

- ensure the perspective of patients, family members and/or their caregivers is always considered and incorporated in organizational activities; and,
- listen and learn from patients, family members and/or their caregivers to embed the patient voice throughout the organization.

Responsibilities

- To provide feedback on, and ideas for, initiatives and programs that enhance, ensure and embrace the model of patient-centred care;
- To be a collaborative, positive and rational force for the enhancement of high-quality patient-centred care at PSFDH; and
- To advance patient engagement and patient-centred care principles and practices at PSFDH.

Accountability

The Community Advisory Council reports to the President and CEO of PSFDH.

Membership & Term (See Appendices A, B)

PFAC will be comprised of between 6-10 patients, family members of patients, and/or caregivers of patients who have received services from PSFDH. These community members will act as Advisors to PSFDH. Family members of Hospital Staff cannot become a member. Members will be invited to join the Council by the Chair.

The term for PFAC members (non-PSFDH) is two years, renewable for a maximum of three (3) terms (6 years.)

PFAC will also include 4-6 staff positions.

Membership Selection

Candidates must complete an application form to apply for general membership on PFAC. The application will be reviewed by the Co-Chairs to determine fit. PFAC members may be selected by PSFDH staff.

PSFDH PFAC Staff Membership

Selected PSFDH staff will be invited to sit as members on the PFAC. The staff will represent a cross-section of the organization and may include:

- a) Vice President, Patient Care Services/CNE and Patient Care Unit Manager who shall be Chair and Co-Chair, respectively;
- b) President & CEO; and
- c) Manager, Quality.

Chairs

PFAC will be Co-Chaired by:

- the VP Patient Care & Chief Nursing Executive; and
- General Member (non-PSFDH)

Communication & Reporting

At the discretion of the President and CEO, the Co-Chairs of the PFAC may be invited to attend a meeting of the Board. Otherwise, PFAC activities shall be reported through the regular President's Report to the Board.

Appendix A – Officers and Their Duties

Officers of the organization shall be the Chair, Co-Chair and Secretary.

Chair:

- Presides over all meetings
- Develops and finalizes Agenda
- Invites guest speakers

Co-chair:

- Is a staff member
- 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.

Appendix B – Council Membership Qualifications

To qualify for membership, a person must,

- a) Have a strong interest in health care policy and a willingness to learn about how it impacts our community;
- b) have a sound knowledge of the community in which he or she resides;
- c) be at least eighteen (18) years of age;
- d) be, for at least the previous three (3) months preceding the application for membership, a resident of, or work in the catchment area by PSFDH.
- e) be able to attend at least two-thirds of the meetings over the 2-year term;
- f) not have the status of undischarged bankrupt;
- g) not be, nor have been in the past year, an employee of the corporation, a member of the Professional Staff or an employee of the PSFDH Foundation or PSFDH Volunteer Association or an immediate family member of any such person; and
- h) not hold elected office in any city, town, municipality or county council or other local government wholly or partly within the area served by the corporation.