

## **Patient and Family Advisory Council (PFAC) Terms of Reference**

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### **Accountability:**

The PFAC reports to the President and CEO.

PFAC members report at various hospital and board committees. PFAC will maintain Council membership eligibility criteria and council expectations as outlined in Appendix A.

### **The Role of the Council:**

The role of PFAC 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 care experience in its planning and activities.

### **The Goal of the Council is to:**

- Ensure the perspectives of patients, family members and/or their caregivers are always considered and incorporated in organizational activities; and,
- Listen to and learn from patients, family members and/or their caregivers to embed the patient voice throughout the organization.
- Check for clarity of messaging to patients and families as a goal of our council.

### **Membership and Term (See Appendices A & B):**

PFAC will be comprised of between eight to ten (8-10) patients, family members of patients, and/or caregivers of patients who have received services from PSFDH as well as a member of the Great War Memorial Hospital Auxiliary and a member of the Smiths Falls Community Hospital Auxiliary (these members will be appointed by the executives of the Auxiliaries). These members will act as Advisors to PSFDH. Members will be invited to join the Council by the Chair and the President and CEO. PFAC will strive to have a diverse representation of the catchment area.

The term for PFAC members is a voluntary commitment of at least two years, renewable by mutual consent.

PFAC will also include:

- President and CEO
- VP Clinical Services/CHRO
- Chief Nursing Executive (CNE) Senior Manager of Quality (Infection Prevention & Control, Patient Flow, Medical Day Unit (KHSC Systemic Treatment/Oncology Satellite), Professional Practice, Externs, Liaison for KHSC Dialysis
- Manager of Privacy and Patient Relations
- Marketing & Communications Specialist
- Administrative Assistant

Hospital members will remain non-voting members and will serve as resources for the council.

If a member at any time feels they are unable to serve on PFAC, said member must communicate in writing to the Co-Chairs and an exit interview will be offered.

If at any time during the term, in the opinion of the Chair and Co-Chair, a member is not adhering to the goals, eligibility criteria and commitment expectations of the council, they will be asked to discontinue their involvement with the group.

**Membership Selection:**

Candidates are to apply for PFAC membership to the Manager of Privacy and Patient Relations. The application will be reviewed by the Co-Chairs and the interview team to review their application. The successful candidate will then be asked to join the PFAC team.

**Chairs:**

- The Chair and Vice-Chair will be renewed and/or a new Chair and/or Vice Chair will be appointed at the June PFAC meeting on an annual basis.
- The Co-Chair will be the VP of Clinical Services/CHRO

**Meetings:**

Meetings are held at least 10 times a year. The meetings will be held in-person, when possible or via Teams. AD HOC Meetings will be scheduled at the call of the Chair.

**Quorum:**

The meeting shall take place if there is 50% + 1 representation from the voting council members and the presence of one member of the Senior Management Team.

**Communication and Reporting:**

PFAC activities shall be reported to the various Committees PFAC members sit on. PFAC reports twice a year to Board Quality in a written report.

## **Appendix A – Members and their Duties**

Chair (PFAC member), Co-Chair (Senior Leadership), Vice-Chair (PFAC member)

### *Chair:*

- Presides over all meetings
- Works with the help of the co-chair to develop and finalize the agenda
- Invites guest speakers

### *Co-Chair:*

- 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)

### *Vice-Chair:*

- In the event of the Chair's absence, the vice-chair will assist the Co-chair
- Assists the Chair and Co-Chair

### *Administrative Assistant:*

- Records the minutes of each meeting
- Keeps the minutes as a permanent record
- Informs the members of the next meeting
- Gathers information prior to the next meeting
- Completes scorecard of activities completed
- Assists in the creation of the PFAC Annual Work Plan
- Is a hospital appointed position

## Appendix B – Eligibility Criteria and Commitment Expectations

To qualify and maintain membership, a person must:

- ✓ Have a strong interest in health care policy and a willingness to learn about how it impacts our community;
- ✓ Have a sound knowledge of the community in which they reside;
- ✓ Be at least eighteen (18) years of age;
- ✓ Be a resident, volunteer or work of the catchment area;
- ✓ Meet the following requirements:
  - Support the Mission, Vision and Values, the Strategic Plan and Operational goals of the PSFDH
  - Sign and maintain the expectations of the PSFDH's Confidentiality Agreement
  - Sign and adhere to the conditions of PSFDH's Code of Conduct
  - Follow appropriate policies
  - Attend a Board/New Member Orientation session within the first year of membership
  - Provide a Criminal Reference Check Vulnerable Sector upon commencing membership
  - Submit an Annual Offence Declaration
  - Complete AODA Training
  - Follow the PSFDH vaccination policy
  - Attend a minimum of two-thirds (2/3) of the regularly scheduled PFAC meetings and working groups

## Appendix C – PFAC Membership

PFAC is composed of Patients and Family members from the Perth & Smiths Falls Community and PSFDH staff.

The council likes to always maintain eight to ten (8-10) advisors from the Community.

### Current Members

<b>First Name</b>	<b>Last Name</b>	<b>Title</b>
<b>Dorothy</b>	Thomson	Patient & Family Advisor
<b>Jackie</b>	Lord	Patient & Family Advisor
<b>Don</b>	Farrow	Patient & Family Advisor
<b>Flora</b>	Knight	Patient & Family Advisor
<b>Marlene</b>	Millar	Patient & Family Advisor
<b>Sue</b>	Turnbull	Patient & Family Advisor
<b>Margaret</b>	Litt	Patient & Family Advisor
<b>Michael</b>	Cohen	President & CEO
<b>Brian</b>	Smith	VP Clinical Services/CHRO
<b>Homayra</b>	Mostamandi	Senior Manager of Quality and Professional Practice
<b>Karen</b>	Kelly	Marketing and Communication Specialist
<b>Laura</b>	Henaghan	Administrative Assistant: VP Clinical Services/CHRO & VP Corporate Services & CFO

## Hospital Committees:

PFAC is represented on several hospital committees, and members are asked to join at least one.

The Hospital committees are:

- Accessibility (AODA)
- Council of Inter-Professional Practice (CIPP)
- Emergency Department Quality
- Ethics
- Falls Prevention
- Health Equity
- Leadership
- Lumeo
- Medical Quality Assurance
- Medication Reconciliation
- Palliative Care
- Space Management
- Transitions

The Board Committees are:

- Board of Directors
- Board Quality
- Communication and Development
- Finance

## Appendix D – Interview Process Table

Action	Responsibility	Timeline	Required Action
Application Received	Designated PFAC Member		Date of receipt of application documented
Interview Committee Established	Chair of PFAC	Within 15 Business Days of Receipt of Application	Interview Team chosen from members of PFAC
Schedule Interview With Candidate	Admin Support of PFAC		Candidate informed of date and format for interview
Interview Completed	Interview Team	Within 15 Business Days after scheduled Interview	All notes and questions to be stored for future reference if required
Reference Check Permission Signed by Candidate	Candidate		Reference Check forms completed
All Interview Documentation collected and given to HR.	Hospital Rep on interview Team		
Reference Checks Contacted	Hospital Rep on Interview Team		
Candidate Made Aware of Committee's Decision	Senior Hospital Leadership Member responsible for PFAC		Candidate made aware by desired method of communication
Debrief of Process	Interview Team	Within 10 Business Days after Scheduled Interview	
Candidate Submits Required Forms (Vaccine, Vulnerable Sector Check, Confidentiality)	Candidate		
Candidate Sent Orientation Package and Welcomed to PFAC	Admin Support for PFAC Chair of PFAC	Within 5 Business Days of Completion of Required Paperwork	Candidate's name added to distribution list