

Patient and Family Advisory Council (PFAC)

Terms of Reference

Role:

The role of the Patient and Family Advisory Council (PFAC) at Perth and Smiths Falls District Hospital (PSFDH) is to identify current and future opportunities to improve the care experience for patients, family, caregivers and staff. 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.

Responsibilities:

- To initiate, review, provide feedback and serve as a sounding board in an advisory capacity for initiatives and programs that enhance, ensure and embrace the philosophy of patient family-centered care at PSFDH;
- To be a collaborative, positive advocate for the enhancement of high-quality patient family-centered care at PSFDH;
- To advance patient family engagement and patient family-centered care principles and practices at PSFDH;
- To be a contributing and active member at our (10) scheduled meetings with an expectation of attendance of two-thirds annually;
- To contribute and provide feedback regarding tasks circulated outside of the regular meetings;
- To participate on hospital committees

Accountability:

The PFAC reports to the President and CEO, the VP of Patient Care and the various hospital and board committees PFAC members sit on. The PFAC will maintain Council membership eligibility criteria and council expectations as outlined in Appendix B.

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 along with Peth and Smiths Falls Auxiliary representatives.

These members will act as Advisors to PSFDH. Members will be invited to join the Council by the Chair. PFAC will strive to have a diverse representation of the catchment area.

The term for PFAC members is two years, renewable by mutual consent for a maximum of three (3) terms (eight years) upon review of participation collaboration by the PFAC council. A member's term may be extended beyond the three (4) terms (eight years) at the discretion of the council and with consideration of current recruitment status.

PFAC will also include; the Manager of Professional Practice, the Manager of Privacy and Patient Relations, Administrative Assistant, VP of Patient Care Services and the President and CEO. PFAC will also include up to two staff positions (ideally one staff member from the Smiths Falls Site and one staff member from the GWM Site). Hospital members will remain non-voting members and will serve as resources to 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 must apply for PFAC membership. The application will be reviewed by the Co-Chairs and the interview team to determine eligibility. The successful candidate will then be asked to join the PFAC team. See Appendix D.

Chairs:

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

Meetings:

Meetings are held at least 10 times a year. The meetings will be held in-person, when possible, or via zoom and/or teleconference. ADHOC 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 – See Appendix C.

The PFAC will produce and present an annual report at the Hospital's Annual General Meeting.

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
- Board member

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 he or she resides;
- Be at least eighteen (18) years of age;
- Be a resident of the catchment area for at least three (3) months preceding the application for membership or work in the catchment area of PSFDH;
- Not be a previous employee of the corporation for a minimum of one year in order to qualify for PFAC membership;
- Adhere to the Mission, Vision and Values that PSFDH holds;
- Support our Strategic Plan and Operational goals;
- 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; and submit an Annual Offence Declaration
- Follow the needs of the PSFDH hospital vaccination policy
- Attend a minimum of two-thirds (2/3) of the regularly scheduled PFAC meetings

Appendix C – Membership on Hospital Committees

Hospital Committees:

- Ethics
- Critical Care Emergency Department
- Intensive Care and Critical Care
- Diagnostic Imaging – AD Hoc
- Obstetrics/Baby Friendly Initiative –Unit Leadership Team
- Palliative Care
- Medication Reconciliation
- Falls Prevention Committee
- Council Inter-Professional Practice (CIPP)
- MQA Committee

Board Committees:

- Board Quality
- Finance
- Liaison
- Board of Directors

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		
All Interview Documentation collected and given to HR.	Hospital Rep on interview Team		
Reference Checks Contacted	Hospital Rep on Interview Team		Reference Check forms completed
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