



# SOUTH BRUCE GREY HEALTH CENTRE

CHESLEY | DURHAM | KINCARDINE | WALKERTON

## PATIENT AND FAMILY ADVISORY COUNCIL TERMS OF REFERENCE

### **Mission**

The Patient and Family Advisory Council at South Bruce Grey Health Centre (SBGHC), is a partnership of community members and hospital staff committed to ensuring an excellent patient care experience through the delivery of Patient and Family Centered Care.

### **Purpose**

Patient and Family Centered Care is an approach to health care that respects the central role of the patient and family in the healthcare journey and upholds the importance of the family as a partner on the health care team.

The purpose of Patient and Family Advisory Council is to improve patient care experiences at SBGHC. The council serves in an advisory capacity, making recommendations on matters influencing the experience of patients and families. The Patient and Family Advisory Council will educate staff on family care issues, educate families on health care issues, and provide recommendations to the Corporate Administration Team. Every effort will be linked to fostering exceptional patient care.

### **Accountability**

The Patient and Family Advisory Council reports to the Corporate Administration Team/CEO and the Quality Committee of the Board of Directors. At the discretion of the President and CEO, the Co-Chairs of the Patient and Family Advisory Council may be invited to attend a meeting of the Board.

### **Membership**

The council is composed of the following:

- A Co-Chair who is an employee of the hospital
- A Co-Chair who is a community volunteer
- A minimum of 6 members (In order to ensure a balanced representation, at least 50% of the members will be family/patient/community representatives)

If a Patient and Family Advisory Council member is absent for more than three consecutive meetings, they will be contacted by the Chair or designate to determine their commitment to continue or intent to resign.

### **Term**

The term for members is two years, renewable for a maximum of 2 terms (4 years). Initial membership cycles and succession planning will be determined by the Patient and Family Advisory Council such that rotations out and recruitment in will be balanced.

### **Membership Selection**

Candidates must complete an application form to apply for membership on the Patient and Family Advisory Council. The application will be reviewed by the Co-Chairs to determine fit and

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appropriateness. The candidate's information will be shared with the Patient and Family Advisory Council membership for final approval and, if accepted, the candidate will be confirmed by the Co-Chairs.

### **Chair/Co-Chair**

The initial Chair of the Patient and Family Advisory Council will be SBGHC's Chief Nursing Officer, who will appoint a Co-Chair during the 2017 calendar year from the membership.

The Co-Chairs will serve a minimum of two years, renewable for a maximum of 4 years. The Co-Chairs will stagger their terms to ensure continuity of this leadership role.

The role of the Co-Chairs is to manage the meeting in a way that encourages open, honest and respectful dialogue among the members, to ensure that the purpose of the Patient and Family Advisory Council is fulfilled through the meetings, to collaborate with staff members to organize the agenda for each meeting, and to represent the Patient and Family Advisory Council as required.

### **Meeting Frequency**

The Patient and Family Advisory Council meets monthly. A proposed meeting schedule will be presented in advance of each calendar year for the next year.

### **Minutes/Agenda**

Recording and distribution of meeting minutes will be conducted by SBGHC administrative support. Minutes will be distributed within 5 working days of the meeting. The agenda for upcoming meetings will be distributed at least seven business days before each meeting.

### **Quorum**

The Co-Chairs will determine if there is a sufficient attendance to conduct the meeting.

### **Decision Making**

Consensus decision making and voting will be utilized as required.

### **Committee Principles**

Maintain confidentiality when requested.

Be open to innovation/seek best practices everywhere.

Share personal experiences only in ways that others can learn from them.

Agree to have a "parking lot" for some items, discussion, etc.

*Developed based on the St. Thomas Elgin General Hospital Patient Experience Council Terms of Reference*

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