



Family Health Team

Patient and Family Advisory Council

Terms of Reference

Vision

To ensure all patients and families of the Centre for Family Medicine are well informed and actively engaged with their healthcare providers as partners in managing their healthcare by developing positive relationships and effective communication strategies while respecting individual beliefs and values.

Mission

To give a patient perspective to the delivery of primary health care at the Centre for Family Medicine by providing feedback on patient experience, quality improvement initiatives and patient safety.

Responsibilities and Opportunities

- To advise the Centre for Family Medicine on meeting the needs of a diverse group of patients and families through teamwork with staff
- To advance patient engagement and patient-centred care in all services provided at the Centre
- To provide a forum for patients and families to identify opportunities to improve the quality of care and to participate in quality improvement initiatives at the Centre
- To promote opportunities for collaboration among patients, families and staff at the Centre
- To promote the inclusion of all voices in health care decision making
- To promote the rights of patients
- To develop effective communication strategies throughout the Centre for patients

Accountability and Reporting Relationships

The Patient and Family Advisory Council's spokesperson will communicate directly with the Chair of the Collaborative Quality Innovation Board, who is responsible for listening to and working with the council.

The staff liaison for the Patient and Family Advisory Council supports the council by:

- Liaison between PFAC and staff
- Room booking, information for meetings, minutes, meal ordering, arrange for guests to attend, provide resources

Members

Members of the council will include up to:

12 patient/family representatives

1 clinical representative, as needed

1 staff liaison

All members are expected to:

- Participate in at least 8 out of 10 meeting per year (1.5 hours each)
 - Note: Meetings will be held once per month, except July and August
- Participate in projects between meetings when needed
- Inform the Chair or staff liaison if they will miss a meeting

Terms

2-year term from September to June, renewable.

Members can serve for 2 terms

Selection

In the first year, all healthcare professionals will be asked to recommend a couple of people based on the demographic needs for this group. Invitations will be sent inviting these people to attend an information evening. An open call poster for volunteers will be posted at all locations and on the Center for Family Medicine website. After this meeting, those interested in joining the Patient and Family Advisory Council will be asked to complete an application. The planning committee will review the applications and select individuals that will provide a broad range of patient voices.

Qualifications:

- A patient or family member of a patient at the Centre for at least one year
- Committed, reliable, trustworthy and believe their investment of time can make a difference
- Willing to share their healthcare experiences, and also think beyond their own personal experiences
- Respects diversity and differing opinions
- Good listener and brings a positive, solution-based oriented attitude to discussions
- Works collaboratively with staff and other members of the public
- Respects privacy and confidentiality
- Provides constructive advice
- Can represent families as a well-informed participant

General Requirements:

- Attend a general introductory meeting
- Fill out an application
- Attend an orientation session
- Sign a confidentiality agreement
- Sign a conflict of interest agreement

Officers:

Chair and Vice Chair: In the first year, the Chair of the Collaborative Quality Innovation Board and a volunteer from the planning committee will Chair and Vice Chair the meetings.

Secretary: In the first year a volunteer from the planning committee.

Election Process: for future years

Elections for Chair and Vice Chair will be held in June for the coming year. Individuals can self-nominate or nominations will be accepted from the group, nominees will either accept or refuse to have their name stand. Voting will be done by secret ballot. The individual with the most votes will hold the position for one year. All members will be eligible for election each year.

Qualifications: Member of board for at least one year

Duties Chair and Vice Chair:

Set meeting dates

Set agenda

Plan meal

Facilitate discussions

Select someone to oversee elections

Duties of the Secretary:

Send out agenda and meeting reminders

Takes minutes and distributes them

Accept delivery of food and oversee set up and clean up

Assist the Chair and Vice Chair as needed

Meetings:

Frequency: The Patient and Family Advisory Council will meet at least 10 times per year. September to June, no meetings in July and August.

Notice: The Secretary will confirm the Notice of Meetings via email.

Decision Making: Decisions will be made by common consent, if common consent is not achieved then a vote will be held and a majority will rule.

Quorum: At least 70% of the voting members must be present for a vote to take place.

Voting: Show of hands, or secret ballot if needed

Minutes: Attendance, Information and Action Items, Decision points

Reimbursement/Compensation

The Patient and Family Advisory Council is a voluntary group. Centre for Family Medicine will cover approved meals and parking expenses.

Records Retention

The Patient and Family Advisory Council's records are subject to the Freedom of Information and Protection of Privacy Act (FIPPA) and are governed by the Centre's records retention policy.

Review

The council will review these terms of reference as needed, after 1 year and every 2 years thereafter and approve any revisions to these terms.

Date Prepared: June 27, 2017

Date Approved: September 7, 2017

Date Revised: