

CHARTER
Patient and Family Advisory Council, NAME OF ORGANIZATION

Title:	Patient and Family Advisory Council (PFAC)
Date Chartered:	First Date of Charter
Time Line:	First Meeting and Ending Timeframe if applicable
Sponsor(s):	
Purpose:	<p>1. To assure alignment and integration of patient and family centered care within ORGANIZATION, the PFAC will serve as a formal mechanism for involving patients and families in policy and program decision making in our ORGANIZATION NAME. Examples of PFAC involvement includes but is not limited to:</p> <ul style="list-style-type: none"> • Acting as champions of the Ideal Patient Experience and ensure its implementation across NAME OF ORG. • Reviewing communication to patients and families to ensure it builds on patient and family strengths and engages them in a partnership in health care services. • As needed, recommending to the Name of Executive Body areas for improvement in service quality. • Collaborate with quality and safety projects as appropriate including participation in teams and/or recruitment of other patients/families to serve as advisors to time-limited project focused efforts

Council Co-Chairs: Initially a clinical Executive and One Patient/Family member to serve as Co-Chairs in first year. A transition plan is for Two Patient/Family Member of the PFAC will serve as Co-Chairs, with staff support to ensure responsibility for:

- Convening meetings
- Setting and Prioritizing agendas
- Facilitation of meetings
- Ensuring meetings are conducted efficiently
- Ensuring support for members in presenting issues and needs
- Ensuring correct leaders and staff are present for agenda topics as necessary
- Working effectively with all stakeholders in pursuit of the quality vision that supports patient and family centered care
- Working closely with quality staff, organized safety and

quality bodies between meetings as needed

- Responsible for accountabilities of the Patient and Family Advisory Committee
- Participating in an annual evaluation for effectiveness.
- Participating in leadership training/coaching/mentoring as needed

Committee Membership

- Membership (12-18 members) representing the diversity of the population we serve:
 - (Add specific numbers listed based on diversity of sites, populations and services provided)
 - Chief Medical Officer
 - Executive Team Member
 - Quality Director
 - Administrative Assistant to support PFAC
- Other:
 - Invited guests per area of expertise as dictated by monthly agenda items

Committee Members' Responsibilities

- Each member is responsible to actively participate both in and out of meetings to achieve the council's purpose as stated above.
- Share personal experiences, stories, observations and opinions as a patient or family member. Additionally, reach out broadly and listen to other patients, families, staff and community members as opportunities arise,
- Be committed to improving care for all patients and families members.
- Respect the collaborative process and the forum to discuss issues, be willing to listen to and consider differing viewpoints, share ideas for improvement and encourage other council members to do the same,
- Share both positive and negative experiences in a constructive way.
- Work effectively with other Council members as well as the organization's patients and families in identifying, promoting and ensuring a focus on creating the ideal patient experience.
- Act as change agents to support the achievement and maintenance of quality goals including the patient and family experience until they become the standard across the organization.
- Review materials provided prior to the meeting, so that each person is prepared to actively ask questions, contribute ideas and provide input during the meeting
- Monitor their area of expertise and bring status reports and

concerns/needs to the full committee.

- The goal for decision-making will be consensus. However, if consensus cannot be reached, decisions will be made by a majority vote of all members. All members support meeting decisions once a decision leaves the room.
- Maintain confidentiality of meeting content.
- The Quality Director and/or Patient and Family Liaison will provide orientation and development opportunities to advisors to support their effectiveness on the council.

Meeting Frequency:

- Full Committee will meet the each month from x –x . 10 regular face to face meetings a year (no December and July Meetings)
- Between meetings there may be conference calls scheduled to complete ongoing work (up to three).
- Each member is expected to attend all meetings or notify the *Administrative Assistant* if barriers/conflicts prevent attendance.
- There may be need for Ad hoc meetings and small group work as determined by the membership
- Other times as needed to effectively execute its charter, including an orientation for new members each fall
- Approx. 3-4 hours per month (standing meeting plus preparation and e-mail time)

Term:

- Our hope is that members will serve a 2-year term; other arrangement can be made as circumstances change.
- Each council member may serve up to 3- concurrent terms (6 years). Other opportunities, if interested, will be made available to the seasoned advisor.

Open positions will be filled each year and new members will commit to a 2-year term, if possible. A minimum of one year is expected.

Membership Selection Process

- **ORGANIZATION** shall seek interest of individuals or family members of individuals who receive our services. Nominations and recommendations from staff and clinicians will be solicited. Postings on the website and through volunteer services (or other mechanism) will be used throughout the year to find appropriate and interested candidates.
- Interested applicants will be asked to fill out an application. Applicants will be invited to an informational session to meet current Patient Advisors and staff to learn more about the opportunities. The purpose of the informational session is to answer questions of the candidates and determine how well their interests match the needs and vacancies of the

	<p>Council.</p> <ul style="list-style-type: none"> Individual interviews will be held by chair of the PFAC and the Quality Director. If both parties approve of the applicant, they will be invited to join PFAC. When a consensus cannot be reached, the applicants will be forwarded to the Chief Medical Officer or Executive Director, who will make the determination on those individuals.
Removal and/ or Resignation	A member may resign at any time by submitting a written letter to the Council Co-Chairs. A member may be removed for failure to abide to the charter and guidelines set forth in the charter and by the sponsors.
Effectiveness Goals:	TBD by the Patient and Family Advisory Council Committee will be evaluated on a regular basis - TBD
Review Charter:	Minimum: Once a year in September with the NAME OF SPONSORING ORGANIZATION