

## Sample PFAC Terms of Reference

Updated March 18, 2022

**Role:** The Patient and Family Advisory Council (PFAC) will provide [Organization Name] with the patient and family perspective in the planning and delivery of services. Incorporating community experiences will assist [Organization Name] to continue to improve the quality of care and service we provide to meet the needs of our patients and their families. The Patient and Family Advisory Council will bring the voices of patients, families and caregivers to the discussion of how we can improve the overall patient experience.

### Objectives:

The Patient and Family Advisory Council strives to:

- Show commitment to improving care for all accessing health care services by ensuring that the patient is the focal point of all discussions
- Contribute ideas and suggestions that will enhance community involvement in health service planning and decision-making so that the patient has a voice in the delivery of healthcare services
- Promote improved collaboration and relationships between patients, families, caregivers, and staff
- Improve the experience of patients, families, and caregivers when interacting with [Organization Name]

### Membership:

- Individuals of varied age, ethnicity, socio-economic status and geographic location in the district of Algoma that have been patients or the family members/caregivers of patients at [Organization Name] ideally within the past 1-2 years
- Support staff or leaders from the program or other areas throughout the organization that are champions to contribute to the discussion and bring hospital priorities forward for discussion
- Program Liaison
- Other hospital staff, support staff, and other patients, family members, and caregivers may be invited to attend council meetings as subject matter experts

### Member Responsibilities:

- Participate as an active member of the committee or working group to which they have been invited and attend meetings regularly
- Tell their story and share their point of view, and be able to objectively listen to and appreciate the views of others

- Provide input into patient care and organizational processes, and to advocate for patient, family, and caregiver needs from a broad perspective
- Review relevant documents between meetings as requested
- Reply to emails or mail in a timely manner
- Work in a spirit of partnership and within the values of the [Organization Name]
- Sign Code of Conduct and adhere to relevant sections of the Code of Conduct
- Sign and adhere to the Confidentiality Agreement at all times
- Attend a Patient and Family Advisory Council orientation session
- Maintain an active volunteer status

#### **Co-Chair:**

- The meeting will be co-chaired by two patient/family/caregiver representatives or a combination of patient/family/caregiver representatives and organizational leaders
- The patient, family, or caregiver co-chair(s) will be appointed via a nomination process followed by a ballot vote
- The patient, family, or caregiver co-chair(s) will serve a one-year term with the possibility of renewal up to two additional years
- The co-chairs will work in collaboration on activities such as developing the agenda, facilitating the meetings, preparing before each meeting, and debriefing after the meeting

#### **Meetings:**

- The Advisory Council will meet on a regular basis (monthly)
- Unless agreed to by all members, meetings will not take place over the summer months of July and August
- Members will attend a minimum of seven times per annum either in person or via videoconference or telephone conference call
- Agendas and minutes of the previous meeting to be circulated five days prior to the next regular meeting when possible, by email by the Coordinator, PFAC

#### **Subcommittees and Other Opportunities:**

- Other opportunities for PFAC members may emerge on short or long-term committees
- PFAC members may be invited to participate on project teams, committees and/or participate on focus groups as specific opportunities arise
- PFAC members taking part in these opportunities or participating in ad hoc committees will maintain the code of standards of the PFAC

#### **Confidentiality and Conflict of Interest:**

- As part of their work on the Council, PFAC members may be exposed to confidential patient and/or organizational information. It is expected that strict confidence be maintained and members are required to sign a confidentiality agreement.

- Each member will disclose the existence of conflicts of interest they may have with respect to issues being discussed. Any member may seek the advice of the PFAC Co-Chairs in determining whether a conflict of interest exists and, if so, the appropriate resolution.

**Evaluation:** A meeting evaluation may take place to ensure that the Council’s objectives are being met, that members are feeling heard and to support continuous improvement.

**Remuneration:**

- Parking will be complimentary for all PFAC members as part of their active volunteer status
- Additional remuneration may be provided at the discretion of the organization.

**Quorum:** Consists of 50% of members plus one.

**Consensus:** By mutual agreement.

**Review of Terms of Reference:** This document will be reviewed on an ongoing basis and revised as required. The terms of reference are to be approved by the Patient and Family Advisory Council.

**Updated and Approved:** This document was updated and approved on [insert date]