



## **PATIENT AND FAMILY ADVISORY COUNCIL CHARTER**

### **ARTICLE I**

#### **Section 1: Name**

The name of the committee shall be Health Central Hospital Patient and Family Advisory Council.

#### **Section 2: Purpose**

The council will serve as an advisory resource to leadership and team members of the organization. This is an opportunity for patients and families to actively participate in the development of new programs and collaborate as partners with team members, physicians and leadership. Additionally, the council provides an opportunity for Health Central Hospital to listen to their “customers” and community members.

This council will provide a safe venue for patients and families to provide input into procedure and program development by providing them an opportunity to review recommendations referred to the council by team members, physicians or leadership. This council will report to the Quality Committee of the Health Central Board of Directors.

### **ARTICLE II**

#### **Section 1: Goals and Objectives**

The goals and objectives of the Health Central Hospital Patient and Family Advisory Council are:

- a. To provide an effective mechanism for receiving and responding to patients and families input.
- b. Supply a link between the hospital, the surrounding community and community groups.
- c. To promote respectful, effective partnerships between patients, families and healthcare professionals.
- d. To increase efficiency in planning to ensure that services meet patient and family needs and priorities.
- e. Offer a forum for developing creative, cost-effective solutions to problems and challenges faced by the hospital.
- f. To improve patient and family satisfaction with the health care experience.
- g. To have consistent participation of council members



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### **ARTICLE III**

#### **Section 1: Membership Structure**

- a. The Patient and Family Advisory Council at Health Central will consist of 15 members:
  - Eight patient/family members
  - President of Health Central Hospital
  - Board Quality Member
  - Chief Quality Officer
  - Hospitalist/Physician
  - Chief Nursing Officer
  - Patient Advocate Facilitator
  - Health Central Hospital Team Member
- b. Additionally, certain other members may be invited to meetings depending on agenda items. This may include Directors, Doctors, Staff Nurses, Department Managers, Team Leaders and/or Team Members.
- c. Patient and Family Advisory members are selected for membership to the council by recommendation of the Patient Advocate and Health Central Hospital Administration and are able to vote at all meetings present.
- d. Patients and Family Advisory members who participate must be representative of the community at large.

#### **Section 2: Membership Qualifications**

- a. Member must have been a Patient or family member of a patient who utilized services at Health Central Hospital within the last two years upon beginning of the member's term on the council or be an employee, Boardmember, of Health Central member of the medical staff.

#### **Section 3: Member Roles and Responsibilities**

- a. Members will serve a three year term on the council.
- b. Members will attend at least 3 out of the 4 quarterly meetings and 3 out of the 6 bi-monthly meetings each year of their term.
- c. Members will participate in a Patient and Family Advisory Council Orientation.
- d. Members must be willing to share insight and information about experiences in a manner benefiting a learning environment.
- e. Members will offer feedback in a constructive and professional manner.



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- f. Members will listen and respect the perspective of others.
- g. Members must interact well with all individuals regardless of race, color, national origin, religion, sex, sexual orientation, gender identity, socioeconomic status, or disability.
- h. Members will work to solicit and identify patient and family needs/concerns and must work easily in partnership with other team members to address issues identified. Solutions and/or recommendations shall be provided in a timely manner.
- i. Members will support the expansion of patient and family-centered care.
- j. Members must have a commitment to quality care at Health Central.
- k. Members must respect the confidentiality of patient information.

### **Section 4: Orientation of new council members**

- a. All Patient and Family Advisory Council members will take part in an initial orientation provided by the Health Central Hospital Patient Advocate Facilitator or other Health Central Hospital Team member as appointed by the Health Central Hospital Administration.
- b. New Member Orientation should include but not be limited to:
  - i. Introductions of administration and council members.
  - ii. Facilities tour and key team member introductions.
  - iii. The sharing of personal and family stories at the council meeting.
  - iv. The vision and goals of the organization.
  - v. The role of the council, how it fits into the organization's structure, and how it can assist the organization in achieving its vision and goals.
  - vi. Meeting attendance expectations of members.
  - vii. The roles and responsibilities of council members.
  - viii. The roles and responsibilities of staff members on the council.
  - ix. How to be an effective council member.
    - x. How to effectively conduct observations, roundings, and information gathering sessions within the facility.
    - xi. How to present issues effectively.
    - xii. How to be most effective in collaborating with hospital team members.
  - xiii. HIPPA training.

## **ARTICLE IV**



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### Section 1: **Key Council Positions**

- a. The Patient Advocate or their designated representative will facilitate meetings. This is a non-elected position for the council.
- b. The proceedings of the of Patient and Family Advisory Council will be recorded of minutes
- c. The Community Chair will be elected by the membership of the Patient and Family Advisory Council community members.
  - i. The Community Chair will serve a one year term.
  - ii. The Community Chair may serve multiple terms if so elected. Not to exceed three total terms.
  - iii. Election of the Community Chair requires a majority vote (51%) of the council's active community members in attendance.
- d. Committees and task forces for the Patient and Family Advisory Council may be appointed or established at any time to address issues or projects of the council. All committees and task forces, once established, shall report to the Council until resolution of the issue or project has been deemed to be complete by the Council or the Board Quality Committee.

### **ARTICLE V**

#### Section 1: **Meetings**

- a. Meetings will be held bi-monthly.
- b. Meeting dates, time, and location will be tentatively announced 3 months in advance. All meeting will be subject to change due to meeting location and Health Central Hospital key personnel availability. When meetings are rescheduled, every effort will be made to maximize attendance by as many council members as possible.
- c. The council realizes that a council member may not be able to attend every meeting. Therefore, special consideration can be made, on a limited basis, for a member to attend utilizing technology such as telephone conference call attendance. This method of meeting attendance may only be done if arrangements have been made prior to the scheduled meeting. If technology contact is lost, the meeting will not be suspended or delayed until further contact is established.



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- d. No Quorum is required for a regularly scheduled meeting. However, if an agenda item or an amendment item requires a vote by the council, a majority vote (51%) will be required to pass or support the issue and 50% of the council's active members must be in attendance.
- e. The agenda for each meeting will be developed by the Patient Advocate or Facilitator. Any council member may submit agenda recommendations to the Patient Advocate Supervisor or Facilitator no later than 5 business days prior to the scheduled meeting for inclusion in the meeting agenda.
- f. All meetings will be facilitated by the Patient Advocate or their designated representative.

### **Section 2: Voting Procedures**

- a. When voting is mandated by the Patient and Family Advisory Council, a majority vote (51%) is required for passage of the item requiring a vote.
- b. For the election of the Community Chair, a majority vote (51%) of 50% of the council's active community members in attendance is required.
- c. The By-Laws may be recommended for amendment by a majority vote (51%) provided 50% of the council's active members are in attendance. By-Laws amendments are not final until approved by the Quality Committee of the Health Central Board of Directors.

### **Section 3: Meeting Minutes**

- a. Meeting minutes with action plans (if applicable) will be sent to members of the council as soon as possible after the conclusion of the meeting.
- b. The Community Chair along with the Patient Advocate shall approve and present each minutes so each meeting and forward to the Health Central Quality Committee or the Board of Directors.
- c. A member of the council will present meeting minutes to the hospital Board Quality for review and approval.
- d. Council members are responsible for reviewing meeting minutes prior to the next meeting to prepare for meeting discussion.



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### **ARTICLE VI**

#### Section 1: **Guidelines of authority**

- a. The Patient and Family Advisory Council members will review issues related to education, quality, safety, policies, procedures or other concerns. The members have direct communication with Senior Leadership at Health Central and can make recommendations accordingly.
- b. Events organized and/or issues addressed and undertaken by the Patient and Family Advisory Council are done so with prior approval of the Health Central Hospital Administration or the Quality Committee of the Board.
- c. No public statements will be issued by the Patient and Family Advisory Council or its members without prior approval of the Health Central Hospital Administration.

### **ARTICLE VII**

#### Section 1: **Confidentiality**

- a. To maintain appropriate and confidential handling of personal information, patient and/or family names or identifying information shall not be discussed during Patient and Family Advisory Council meetings.
- b. Strict compliance with all state and national laws regarding confidentiality, including HIPAA, shall be enforced.

### **ARTICLE VIII**

#### Section 1: **Amendment Procedures**

- a. Amendments to the Patient and Family Council By-Laws will be presented during one of the council's regular meetings and voted on at the following regularly scheduled meeting.
- b. The By-Laws may be amended by a majority vote (51%) provided 50% of the council's active members are in attendance.
- c. All By-Law amendments are subject to the approval of the Quality Committee of the Board of Directors.