

# Patient & Family Advisory Council Charter

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## Providence Medical Group

Portland Metro Service Area

August, 2011



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# Patient & Family Advisory Council Charter

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**Date Chartered – August, 2011**

**Vision Statement:** The Providence Medical Group Patient & Family Advisory Council is a partnership of patient and family member advisors and the medical group, dedicated to advancing comprehensive and compassionate patient and family centered health care.

**Purpose:** Patient & Family Advisory Council (PFAC) will have an active role in improving the patient and family care experience by identifying opportunities, gathering and providing feedback and perspectives on medical group plans, activities, and programs related to patient and family centered health care.

## **PFAC Member Responsibilities:**

- Actively participate both in and out of meetings to achieve the purpose,
- Work effectively with other council members, as well as PMG staff, patients and families to ensure a patient and family centered care experience,
- Facilitate change to support the achievement and continued improvement of patient and family centered care,
- Review materials provided prior to the meetings so that each member is prepared to ask questions, contribute ideas, and provide input,
- Decision-making will normally be by consensus. If consensus is not reached, decisions will be made by a majority vote of all members. All members are expected to support meeting decisions once meeting is adjourned,
- Be willing to work on projects and/or sub-committees beyond the 2 hour monthly commitment,
- Be willing to serve on PFAC for two years or longer, as determined by Co-Chairs,
- Adhere to the Providence Health & Services Code of Conduct and Acceptable Use Agreement contracts.

## **PFAC Meetings/Frequency:**

- All meetings will be the 4<sup>th</sup> Monday of the month, starting at 5:30 p.m. and ending at 7:30 p.m., with no December meeting.

- Dinner will be provided prior to each meeting, starting at 5:00 p.m.
- Patient & Family-Centered Care Program Coordinator (PC) and/or Co-Chairs are points of contact concerning attendance.
- Patient & Family Advisors (PFA) are expected to attend a minimum of 8 meetings annually.
- In addition to the monthly meetings, PFA's are expected to participate in sub-committee activities as needed.

### **Membership Selection:**

- A patient and/or family member of PMG may be nominated by his/her provider, or by self nomination.
- Each PFA nominee must have an interest in health care.
- Each PFA nominee must fill out an application.
- Each PFA nominee must complete the PMG orientation process.
- The Co-Chairs and the PC will review the applications and select those who will be interviewed.
- Each PFA nominee will be interviewed by one of the Co-Chairs and the PC.
- Following a positive recommendation by the Co-Chair and the PC, the PC will:
  - Contact references
  - Complete background check ordered
  - Assure all Providence Health & Services volunteer requirements are completed and in PFA's secure file.
- When a PFA nominee is approved, he/she will be introduced to the PFAC.

### **Removal:**

- A PFA may be removed from the PFAC by unanimous agreement of the PC and Co-Chairs if any of the following occur:
  - The PFA no longer has a relationship with PMG.
  - The PFA has continuous and frequent absences from council meetings without prior notices.

- Violation of the Providence Health & Services Code of Conduct and Acceptable Use Agreement contracts.
  
- A PFA member may resign at any time. The resignation is to be submitted to either of the Co-Chairs, or the PC in writing.

**PFAC Officers:**

- Two (2) Co-Chairs
- Scribe
- PC – Standing-ex-officio officer

**Nominations, Elections and Terms of Office:**

- For the first year of the PFAC, one Co-Chair will be the PC, and the other Co-Chair will be a PFA elected in September. The election of the second PFA Co-Chair will take place in April 2012. This will allow for continuity of experience during change of Officers.
- Nominations for PFAC Officers shall be given to the PC. PFA members may nominate themselves or other members. Nominations will be accepted prior to April and September PFAC meetings.
- Ballots will be prepared and elections will occur during the September and April meetings.
- Officers will serve a one-year term and may remain in the position up to two years. Terms will run October to September and May to April.
- If a Co-Chair becomes vacate, the PC will assume the office until a PFA is elected to the position. The replacement Co-Chair term will be the balance of the vacated term.
- The outgoing Co-Chair will meet with the newly elected Co-Chair one month prior to assuming office for an orientation/mentoring session.

**ROLES:****Chair/Co-Chair:**

The Co-Chairs will have equal responsibility and are expected to work closely with the PC.

The responsibilities of the Co-Chairs are as follows:

- Convene and facilitate meetings efficiently.
- Set and Prioritize agendas with PC
- Ensure PFAC abides by the PFAC Team Agreements and the responsibilities set in this Charter.
- Work effectively with PMG staff, relative to the goals of Patient and Family Centered Care, in pursuance of the PFAC Purpose.
- Work closely with PMG staff between meetings as needed.
- Be accountable to the PFAC.
- Participate in leadership training, coaching, and mentoring as needed.
- Participate or assign facilitators responsibilities as necessary for sub committees or projects.

**Scribe:**

The scribe will be responsible for taking notes at each PFAC meeting and will distribute the notes electronically to the PFAC members after each meeting. PFAC members can be elected or volunteer for this position. This position will ensure each meeting had coverage. Focus of this role is to capture action items, – tasks assigned and progress on projects.

## PFAC Charter Guidelines Contract

I, \_\_\_\_\_, have read the Providence Medical Group Patient & Family Advisory Council Charter Guidelines. I understand the expectations and goals of the Patient & Family Advisory Council and agree to uphold the Charter stated.

I agree to maintain the confidentiality of Providence Medical Group and the Patient & Family Advisory Council members, including information learned or discussed during Patient & Family Advisory Council meetings.

In order to represent the Patient & Family Advisory Council and Providence Medical Group, I will not solicit community involvement without the knowledge of the Patient & Family Advisory Council.

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PFAC Member

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Date

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PFAC PC

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Date