



SPANISH PEAKS REGIONAL HEALTH CENTER

Patient and Family Advisory Council
Charter- Recommended Revisions Reviewed October 2016
Charter Update effective January 1, 2017

- I. Name: Spanish Peaks Regional Health Center (SPRHC) Patient and Family Advisory Council (PFAC).
- II. Purpose: SPRHC Patient and Family Advisory Council (PFAC) will act as an advisory resource to the administration and staff of SPRHC.
- III. Responsibilities:
The specific objectives of the PFAC are:
 - A. To promote a better understanding of the principle of family-centered healthcare and the services and policies of SPRHC among patients, residents, guardians of patients and the community.
 - B. To assist SPRHC in continually improving the quality, safety, and efficiency of services it offers the patients and families who seek care at SPRHC.
 - C. To relay information, needs and concerns to the SPRHC administration and staff.
 - D. To strengthen communication and collaboration among patients, families and other nonprofessional caregivers, and SPRHC's professional staff and associates.
 - E. To promote patient and family advocacy and involvement.
- IV. Appointment of members:
The PFAC membership will consist of the following:
 - A. Appointment of members, liaisons and advisors, shall be considered for an appointment to PFAC by submitting a letter of interest to the SPRHC Senior Leadership Team.
 - B. Membership.
 - i. Membership terms for PFAC liaisons (employees) shall be specific at a two-year term beginning October 2015 and ending October 2017.
 - ii. Membership terms for PFAC Advisors (community members) shall be specified at a three year term beginning October 2015 and ending October 2018.
 - iii. Membership terms for the PFAC secretary shall be specified at a three year term beginning October 2015 and ending October 2018.
 - C. The total number of voting members shall be determined by the council, but there will be no less than seven members.
 - i. PFAC Advisor: Advisors can be a patient/guardian/family member/significant other of a patient.

- ii. PFAC Liaison: Liaisons are hospital employees who are assigned the responsibility of providing the link in communication between the hospital and PFAC, and offer support where needed. They will have voting privileges.
 - iii. Any PFAC member who is actively involved in the council has the right:
 - 1. To receive minutes, applicable documents and meeting information. These will be circulated to each active member.
 - 2. To view all PFAC correspondence and documents upon request.
- D. PFAC Vacancies: Any vacancy occurring on the PFAC shall be filled by a person appointed by the SPRHC Senior Leadership Team.
- i. Vacancies shall be filled within 60 days when the unexpired term of the predecessor is six months or greater.
 - ii. The newly appointed PFAC member so selected to fill the vacancy shall serve for the unexpired term of his or her predecessor on the PFAC.
- E. Officers:
- The duties of the Officers will be those assigned by the PFAC. Officers will be nominated and voted on by the Committee and elected by majority.
- i. Co-Chairperson (2)
 - 1. Shall consist of one (1) PFAC Advisor and one (1) PFAC Liaison.
 - 2. Call and preside over all PFAC meetings.
 - 3. Be the official spokespersons for the PFAC Council.
 - 4. Keep members informed of pertinent information affecting the Council.
 - 5. Provide overall direction of all PFAC activities.
 - 6. Be responsible for the welcome of new members.
 - 7. Responsible for establishing meeting agenda.
 - ii. Secretary
 - 1. Record minutes of all meetings.
 - 2. Assist council with correspondence.
 - 3. Assist co-chair (s) with preparation of reports.
 - 4. Maintain and update membership list.
 - 5. Track attendance.
 - 6. Email reminders prior to meetings.
 - 7. Will send out agenda/minutes ahead of meeting.
 - iii. Membership Terms.
 - 1. Membership terms for PFAC liaisons (employees) shall be specific at a two-year term beginning Oct. 2015 and ending October 2017.
 - 2. Membership terms for PFAC Advisors (community members) shall be specified at a three year term beginning October 2015 and ending October 2018.
 - 3. Membership terms for the PFAC secretary shall be specified at a three year term beginning October 2015 and ending October 2018.
 - 4. Any active member is eligible for office.
 - 5. In the event an officer is unable to execute his/her duties, the council will elect a replacement.
 - iv. Resignation or Termination of Membership

1. Any member may resign at any time. The member will submit his/her resignation to the Co-Chairs of the Council, which will be accepted and effective once the letter is delivered unless the notice specifies a certain date.
 2. A PFAC member who becomes inactive will be deemed to have resigned, absent special circumstances, and may be replaced. An inactive member is a person who has missed three consecutive PFAC meetings.
- v. Ad Hoc Members
1. The PFAC may have Ad Hoc Members appointed by the SPRHC Senior Leadership Team.
 2. Ad Hoc members shall not be elected, nor shall they vote, serve specific terms or be subject to the term limitations as described above.
 3. Ad Hoc members shall have the following roles.
 - a. To assist in staffing the PFAC at the direction of the Senior Leadership Team;
 - b. To act as a liaison between the PFAC and SPRHC leadership and organizational units that interact or wish to interact with the PFAC.
 4. Ad Hoc Members shall be encouraged to participate in PFAC discussions and activities including committees and working groups.

V. Procedures:

A. Quorum

- i. In order to conduct business, there must be at least 51% member attendance.

B. Voting

- i. Each active member will have one vote.
- ii. All decisions shall be made by a majority vote.

C. Elections

- i. Election is by a majority vote (51%)

D. Meetings

- i. The PFAC will meet bimonthly with subcommittees meeting as needed. The members will be notified of meeting dates and any changes to the regularly schedule meetings, by phone, mail or email.

E. Agenda

- i. Agenda for PFAC meeting will be developed two weeks prior to the meeting and will be mailed or emailed to Council members.

F. Charter

- i. Amendments to the charter will be presented at one meeting and voted on at the following regular meetings.
- ii. The charter may be amended by majority vote (51%).
- iii. All charter amendments are subject to SPRHC Administrator approval.

G. Complaints/Grievances within the PFAC

Any member who has an issue or a complaint regarding PFAC issues should follow these procedures:

- i. Contact any Chairperson to inform them of the nature of the problem and attempt to resolve the issue.
- ii. Unresolved issues will be presented for discussion and resolution at the next monthly PFAC meeting.

- VI. Planning, Reporting and Evaluation
 - A. The PFAC will develop an annual plan to include goals and objectives.
 - B. Chairpersons of the PFAC will report to the SPRHC Board on a semiannual, or as needed basis.
 - C. Minutes will be kept of all PFAC meetings and will be distributed to appropriate parties for review and consideration.
- VII. Guidelines of Authority
 - The PFAC will make and present recommendations to SPRHC Administration or Board.
- VIII. Confidentiality
 - A. All members will have read and signed the HIPAA confidentiality statement.
 - B. To maintain appropriate and confidential handling of personal information, it is strongly encouraged not to use patient and family member names in PFAC meetings.
 - C. In the event PFAC members have input regarding a particular patient or incident, the information will be channeled to a PFAC Co-Chairperson for further follow-up.
- IX. PFAC Offices and Records
 - A. SPRHC will be the custodian of PFAC records which shall be confidential and kept in the SPRHC Administration Office.
 - B. The PFAC will review and revise on an annual basis content of the PFAC Charter.