

# Patient and Family Advisory Council Charter

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## Prowers Medical Center

January 2017



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## Patient and Family Advisory Council Charter

### **Mission:**

The mission of Patient Family Advisory Council (PFAC) at Prowers Medical Center is to optimize the delivery of care to its local community by promoting transparency, open communication, diversity, and inclusion.

### **Purpose:**

The purpose of the Patient Family Advisory Council (PFAC) is to partner with the local community and to serve as a platform for patients and families to address potential disparities and barriers that exist across many different aspects of culture (e.g. ethnicity/race, language, religion, sexual orientation, gender roles, socioeconomic status, and age). It is the goal of PFAC to ensure that the community has the opportunity to share their perspectives and experiences while providing input on issues that impact their health and care.

The Prowers Medical Center Patient Family Advisory Council (PFAC) will act as an advisory resource to the administration and staff of Prowers Medical Center.

### **PFAC Member Responsibilities:**

- A. To promote a better understanding of the principle of family-centered healthcare and the services and policies of Prowers Medical Center among patients, residents, guardians of patients and the community.
- B. To assist in promoting positive relationships between Prowers Medical Center and members of the community.
- C. To relay information, needs and concerns to the Prowers Medical Center administration and staff.
- D. To serve as active consultants with regards to decisions and plans that affect Prowers Medical Center patients and families.

### **PFAC Meeting Frequency:**

- A. Meetings will be held on a monthly basis at Prowers Medical Center. Dates and times will be determined by the PFAC membership.
- B. There will be 10 meetings per year with no meetings held during the months of July and December.
- C. Refreshments will be provided prior to each meeting.

### **Structure:**

The PFAC membership structure will incorporate the following guidelines:

- A. Membership term shall not be specifically limited.
- B. The total number of voting members shall be determined by the council, but there will be no less than eight members and no more than ten.

- PFAC Advisor: Advisors can be a patient/guardian/family member/significant other of a patient.
  - PFAC Liaison: Liaisons are hospital employees who are assigned the responsibility of serving as a link between the hospital and PFAC, and offer support where needed. They will have voting privileges.
  - 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.
- C. 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.
- 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.
  - 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.
  - Terms
    1. Officer terms shall not be limited.
    2. Any active member is eligible for office.
    3. In the event an officer is unable to execute his/her duties, the council will elect a replacement.

## **Procedures:**

- A. Quorum
  - In order to conduct business, there must be at least 51% member attendance.
- B. Voting
  - Each active member will have one vote.
  - All decisions shall be made by a majority vote.
- C. Elections
  - Election is by a majority vote (51%)

D. Meetings

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

E. Agenda

- Agenda for PFAC meeting will be developed two (2) weeks prior to the meeting and will be mailed or emailed to Council members.

F. Charter

- Amendments to the charter will be presented at one (1) meeting and voted on at the following regular meeting.
- The charter may be amended by majority vote (51%).
- All charter amendments are subject to Prowers Medical Center Administration approval.

G. Complaints/Grievances within the PFAC

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

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

## **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 Prowers Medical Center Senior Management Team on a semiannual or on an as needed basis.
- C. Minutes will be kept of all PFAC meetings and will be distributed to appropriate parties for review and consideration.

## **Guidelines of Authority**

- A. The PFAC will make and present recommendations to the Prowers Medical Center Senior Management Team and/or Board of Directors.

## **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.