



Patient & Family Advisory Council Charter

- I. **Name:** Yuma District Hospital and Clinics Patient and Family Advisory Council (PFAC)
- II. **Purpose:** Yuma District Hospital and Clinics Patient and Family Advisory Council (PFAC) will act as an advisory resource to the administration and staff of Yuma District Hospital and Clinics.
- III. **Responsibilities:**
 - A. The responsibilities of the PFAC are:
 - B. To promote a better understanding of the principle of family-centered health care and the services and policies of YDH among patients, guardians of patients, patient groups, support groups and the community.
 - C. To assist in promoting positive relationships between YDH and members of the community.
 - D. To channel information, needs and concerns to the YDH administration and staff.
 - E. To be active consultants with regards to decisions and plans that affect YDH patients and families.
- IV. **Structure:**

The PFCC membership will consist of the following:

 - A. Membership term shall not be specifically limited.
 - B. There will be no limitation to the number of voting members. The total number of voting member shall be determined by the council
 - i. Members of the PFAC can be a patient/guardian/family member/significant other of a patient.
 - ii. PFAC Advisor
 1. Any member who is actively involved in the council.
 1. Minutes, applicable documents and meeting information will be circulated to each active member.
 2. All PFAC correspondence and documents can be viewed by active members upon request.

- E. Agenda
 - i. Agenda for PFCC meeting will be developed two weeks prior to the meeting and will be mailed to council members.
- F. Charter
 - i. Amendments to the charter will be presented at one meeting and voted on at the following regular meeting.
 - ii. The charter may be amended by majority vote (51%).
 - iii. All charter amendments are subject to YDH Administrative 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 YDH Executive Council on a semiannual, or as needed.
- C. Minutes will be kept of all PFAC meetings and will be distributed to appropriate parties for review and consideration.

VII. Guidelines of Authority

Events organized by the Patient and Family Centered Care Advisory Council and statements issued by the Patient & Family Advisory Council on behalf of Yuma District Hospital and Clinics are done so only with prior approval of YDH Administration.

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.

iii. PFAC Liaison

1. Liaisons are hospital employees who are assigned the responsibility of providing the link in communication between the hospital and PFAC and offer support and needed. They will have voting privileges.

C. Officers

The duties of the officers will be those assigned by the PFAC.

i. Co-chairpersons (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.

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

iii. Terms

1. Officer terms shall not be significantly 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

V. **Procedures:**

A. Quorum

- i. In order to conduct business, there must be at least 51% member attendance, unless otherwise determined by the council.

B. Voting

- i. Each active member will have one vote.
- ii. All decisions shall be made by a majority vote, unless otherwise determined by the council.
- iii. Absentee voting will be allowed but must be done in writing or by email.

C. Elections

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

D. Meetings

- i. The PFCC will meet monthly. The members will be notified of meeting dates and any changes to the regularly scheduled meetings by phone and mail.