



## PATIENT AND FAMILY ADVISORY COMMITTEE TERMS OF REFERENCE

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**REPORTS TO:** Board Quality Committee

**CO-CHAIRS:** Patient/former patient/family member/caregiver representative from:

- Almonte General Hospital
- Carleton Place and District Memorial Hospital

**MEMBERSHIP:** Past Chair  
6-8 patients, former patients, caregivers, and/or family members

**Non-Voting Members:**  
VP Patient/Resident Care & Chief Nursing Executive  
Hospital staff membership should represent a cross-section of the hospital and could include:

- CEO
- Member of the leadership team (rotating basis)
- Member of clinical/support services department (rotating basis)
- Physician (ad hoc)

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### **PURPOSE:**

The Mississippi River Health Alliance (MRHA) has embraced the need for a patient and family centered approach to health care and has prioritized the development of support systems that will allow us to enhance the delivery of health care services around the needs of our patients and their families.

The purpose of the Patient and Family Advisory Committee (PFAC) is to represent patients, former patients, caregivers and families to the AGH leadership team to improve quality of care and the patient experience. The PFAC acts in an advisory capacity to ensure the patient and family voice is integrated in the planning, delivery and evaluation of services and makes recommendations on matters that impact their experience at the Almonte General Hospital (AGH) and Carleton Place and District Memorial Hospital (CPDMH).

### **VALUES:**

Accountability  
Empathy and Compassion  
Equity and Engagement  
Respect and Dignity  
Transparency

### **DUTIES and RESPONSIBILITIES:**

The PFAC Committee shall:

- Represent patient and family perspectives about their healthcare experience at AGH and CPDMH and

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- make recommendations for improvement
- Work in an advisory role to enhance patient and family centered healthcare
- Provide advice to the hospital leadership team on practices and initiatives related to patient and family centered care
- Participate in the annual development and review of the hospital's Quality Improvement Plan
- Respond to requests to partner on committees, project teams, task forces, and working groups related to enhancing the patient experience
- Provide input and feedback into education, policy, and program development relevant to the Committee at the corporate, program/department level
- Receive and review reports on the patient experience
- Participate in the Accreditation preparation and on-site survey
- Provide the Joint Quality Committee of the Board with an annual report outlining the Committee's work
- Represent and speak on behalf of the PFAC at special events and functions related to PFAC
- The two Co-Chairs alternate on an annual basis being a voting member of the Joint Quality Committee of the Board of Directors

### **Membership Criteria for patient/family advisor:**

- Be 18 years of age or older
- Be a patient and/or family member or caregiver within the last 3 years
- Be willing to attend an orientation session
- Be willing to provide feedback about their personal experiences at AGH or CPDMH
- Be willing to be an active participant in either working groups or committees or focus groups or surveys
- Engage thoughtfully and constructively around the issues and ideas discussed during each meeting
- Be respectful of the unique backgrounds and perspectives of each PFAC member
- Commit to serve a two-year term with PFAC with a potential of renewing the term 3 consecutive times for a total of 6 years at the option of the Committee and member

### **NOTE:**

Members may withdraw from membership at any time through verbal communication with and written communication to the Co-Chairs. An exit interview will be completed upon departure.

Members who miss three consecutive meetings will be approached by the Co-Chairs as to their involvement. Members may request a temporary leave of absence without removing themselves from the Committee permanently, at the discretion of the Co-Chairs.

### **FREQUENCY of MEETINGS:**

Meetings will be held every two months. No meetings in July and August.

### **QUORUM:**

Quorum is to be 50% plus one of the Committee membership.

**EXPENSES:**

Members will be reimbursed for parking and/or other expenses including education incurred from the PFAC committee.

**CONFIDENTIALITY / SECURITY:**

It is expected that strict confidence be maintained. Members are required to sign a confidentiality agreement.

Members are required to provide a police check for vulnerable sectors.

**REVIEW OF TERMS of REFERENCE:**

Reviewed annually and as required.

**RESOURCES:**

The Recording Secretary is the Administrative Assistant to the Vice President of Patient/Resident Services & Chief Nursing Executive. Minutes shall be distributed to all members.

All approved PFAC documents will be stores on PFAC's email account as per the Records Management Procedure.