

DEEP RIVER AND DISTRICT HOSPITAL

Terms of Reference: Patient and Family Advisory Council		
Original Date: 2016-08-09	Revision <input type="checkbox"/> Review <input type="checkbox"/>	Policy Manual: Governance
Approved by:		
<input checked="" type="checkbox"/> Board of Directors	<input type="checkbox"/> Chief Financial Officer	<input type="checkbox"/> ED, Family Health Team
<input type="checkbox"/> Chief Executive Officer	<input type="checkbox"/> Chief Nursing Officer	<input type="checkbox"/> Human Resources Officer

REPORTING RELATIONSHIP

- The Patient and Family Advisory Council reports to the Quality and Patient Safety Committee

MISSION

- The Patient and Family Advisory Council serves in an advisory capacity providing feedback and input related to the experience of patients and their families at Deep River and District Hospital.

PRINCIPAL FUNCTIONS

- Identification of ideas to improve the patient care experience through sharing of and reflection on personal experiences with the health services at Deep River and District Hospital.
- Reviewing opportunities for improvement and maintaining open communication to enable the opportunity to provide recommendations and insights based on the patient, family and caregiver experience.
- Advise on strategies to enhance the partnership with patients, family members and/or caregivers of patients.
- Provide recommendations for improvement
- Assist in reviewing and evaluating methods to define success related to patient care including providing input to the annual Quality Improvement Plan.

MEMBERSHIP

- Chair of the Quality and Patient Safety Committee
- The Council will be comprised of a minimum of three patients, family members of patients and/or caregivers of patients who have received services from Deep River and District Hospital in the last two years.
- Members will be selected by the Chair of the Quality and Patient Safety Committee through a formal application and interview process.

DEEP RIVER AND DISTRICT HOSPITAL STAFF MEMBERSHIP

- Chief Nursing Officer (DRDH Patient Advisor)
- Family Health Team Executive Director
- Another DRDH staff to be named by the Executive Leadership Team

CHAIR

The Council will be Chaired by:

- Patient Experience Advisor (elected from the membership for a three-year term) and
- Chief Nursing Officer/ Chief Operating Officer

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TERM

- Membership will have a three-year renewable term

MEETINGS

- Meeting Frequency
 - Four times a year and at the call of the Chair
- Quorum
 - Will be 50% of the council membership plus one
- Decision making
 - Consensus with recommendations forwarded to Quality and Patient Safety Team for consideration
- Agenda and Minutes
 - Executive Assistant will make meeting minutes available within two weeks of a meeting. Minutes will be forwarded to the Quality and Patient Safety Committee.

CONFIDENTIALITY

- In the course of committee business, confidential information may become known to committee members. Members have a responsibility to keep such information confidential.

Reference Documents	•
Acknowledgements	•
Review Process	•