

**DEEP RIVER AND DISTRICT HOSPITAL
FOUR SEASONS LODGE
NORTH RENFREW FAMILY HEALTH TEAM**

Terms of Reference: Patient and Family Advisory Council		
Original Date: 2016-08-09	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

Purpose

The Patient and Family Advisory Council serves in an advisory capacity providing feedback and input related to the experience of patients, residents and their families at the Deep River and District Hospital, the Four Seasons Lodge and the North Renfrew Family Health Team.

Objectives

The Council is responsible to the Quality, Risk, and Safety Committee of the Board of Directors for the following:

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

Membership

- Chair of the Quality, Risk and Safety Committee
- The Council will be comprised of a minimum of three patient representatives (patients, residents ,family members of patients or residents and/or caregivers) who have received services from the Deep River and District Hospital, the Four Seasons Lodge or the North Renfrew Family Health Team in the last two years. Members will be selected through an expression of interest and screening process lead by the Chair of the Quality, Risk and Safety Committee.
- Vice President Clinical Services / Chief Nursing Executive

Manager of Quality, Risk and Innovation

Chairperson

The Council will be Co-Chaired by:

- A patient representative (elected from the membership for a one-year renewable term) and

- Vice President Clinical Services / Chief Nursing Executive

Recorder

- Executive Assistant

Terms of Appointment

- Based on position
- All patient representatives may serve for a three-year renewable term.

Quorum

- A majority of Members entitled to vote shall constitute a quorum.

Frequency of Meetings

- The Council will meet a minimum of 4 times a year, or at the call of the Chair.
- The length of each meeting shall not normally exceed one and a half hours.

Circulation

- Minutes will be circulated to all Council members with the forthcoming agenda - no less than seven days prior to the meeting.
- All minutes and agendas will be posted electronically in the document management system.

Reporting Relationship

- The Council reports to the Quality, Risk, and Safety Committee of the Board of Directors.

Confidentiality

- In the course of Council business, confidential information about staff and/or patients and/or residents may become known to members of the Council. Members have the responsibility to keep such information confidential.

Reference Documents	•
Acknowledgements	•
Review Process	<ul style="list-style-type: none"> • Patient and Family Advisory Council - 2019-09-23 • Quality and Patient Safety Committee – 2019-10-07 • Governance Committee – 2019-09-04 • Board of Directors – 2019-10-23