

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

<b>Terms of Reference:</b> Patient and Family Advisory Council		
<b>Original Date:</b> 2016-08-09	<b>Policy Manual:</b> Governance	
<b>Approved by:</b>		
<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, Risk and 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 the Deep River and District Hospital, the Four Seasons Lodge and the North Renfrew Family Health Team.

## PRINCIPAL FUNCTIONS

- Identification of ideas to improve the patient 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, 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, Risk and 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 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.
- Chief Nursing Executive
- Family Health Team Executive Director

## CHAIR

The Council will be Co-Chaired by:

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

## **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, Risk and 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, Risk and Safety Committee.

## **CONFIDENTIALITY**

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

Reference Documents	•
Acknowledgements	•
Review Process	<ul style="list-style-type: none"><li>• Patient and Family Advisory Council-2018-11-19</li><li>• Quality and Patient Safety Committee – 2017-12-03</li><li>• Governance Committee – 2019-01-09</li><li>• Board of Directors – 2019-01-24</li></ul>