



*South East Toronto*

## **Family Health Team**

### **Patient Advisory Council**

#### **Terms of Reference**

#### **Vision**

Families and patients are partners with their health care providers and are engaged in all aspects of their health care.

#### **Purpose**

The purpose of South East Toronto Family Health Team's (SETFHT) Patient Advisory Council (PAC) is to improve patient care experiences at SETFHT. The council serves in an advisory capacity, making recommendations on matters that impact the experience of patients and families at SETFHT. The PAC brings together individuals with a variety of experiences with SETFHT:

- To provide feedback on, and ideas for, initiatives and programs that enhance, ensure and embrace the model of patient-centred care;
- To be a collaborative, positive and rational force for the enhancement of high-quality patient-centred care at SETFHT; and
- To advance patient engagement and patient-centred care principles and practices at SETFHT.

#### **Accountability**

The Patient Advisory Council reports to the Board of Directors of SETFHT.

#### **Membership**

Members of the PAC must be a patient and/or caregiver of SETFHT and cannot be a family member of any of the physicians or employees of SETFHT.

#### **Membership Selection**

Candidates must complete an application form to apply for general membership on the Council. The application will be reviewed by the Chair to determine fit.

The candidate's information will be shared with the PAC membership and, if accepted, the candidate will be confirmed by the Chair.

#### **Terms**

Each member will commit to a term of two years. Members can continue to stay on the PAC after their term is complete should there be room to do so. Council will ask for new members at the end of each calendar year, with the intent to have no more than 8 to 10 total members at one time. Patients may opt to exit the council after a one year term if deemed appropriate.

### **Chair/Patient Voice Advocate**

The Chair of the PAC will be SETFHT's Director of Interprofessional Practice and Quality Improvement with the intent to appoint a Patient Voice Advocate in the 2015 calendar year that is a representative member from PAC.

The role of the Patient Voice Advocate is to manage the meeting in a way that encourages open, honest and respectful dialogue among the members, to ensure that the purpose of the PAC is fulfilled through the PAC meetings, to assist in the orientation and introduction of new members to the PAC, to collaborate with staff members to organize the agenda for each meeting and to represent the PAC as required.

### **Meeting Frequency**

The PAC shall meet quarterly at the call of the Chair. A proposed meeting schedule will be presented at the last meeting of the calendar year for the next year. Meetings will alternate between the 840 Coxwell Avenue and 1871 Danforth Avenue sites and a light dinner will be served if it falls over the dinner hour. Ad-hoc meetings may be proposed to the PAC as needed.

If a PAC member is absent for more than three consecutive meetings they will be contacted by the Chair or designate to determine their commitment to continue or intent to resign.

### **Recorder/Minutes/Agenda**

Recording and distribution of meeting minutes is the responsibility of the SETFHT PAC Chair. Minutes shall be distributed within 10 working days after each meeting. The agenda for upcoming meetings will be distributed preferably at least seven business days before each meeting.

### **Communication and Reporting**

The Patient Voice Advocate may be invited to attend a meeting of the Board. The PAC can also opt to invite a member of the Board to their meeting if deemed appropriate. Otherwise, PAC activities shall be reported through the SETFHT PAC Chair to the Executive Director of SETFHT for report to the Board of Directors.

### **Quorum**

The Chair will determine if there is a sufficient attendance to conduct the meeting.

### **Decision Making**

Consensus decision making is preferred and voting can be conducted to determine level of consensus.

## **Rules of the Road:**

### ***Behaviours***

- Have FUN!
- Ensure equal “air time”
- Listen then speak – do not interrupt
- Ask questions to seek clarification and to ensure sufficient dialogue
- Turn phones off or to vibrate/ok to glance at
- Invite different viewpoints
- Do not use acronyms
- Demonstrate mutual respect - no personal attacks
- Start and end meetings on time

### ***Principles***

- Recognize own assumptions and help other to surface theirs
- Give voice to the “undiscussables”
- Agree to have a “parking lot” for some items, discussion, etc.
- Maintain confidentiality when requested
- Be open to innovation/seek best practices everywhere
- Share personal experiences only in ways that others can learn from them
- Always strive to be the best, improve outcomes and reduce pain and suffering

### ***Council Purpose***

- Be ambassadors and champions for SETFHT in the community
- Link every effort to fostering and delivering a higher quality patient care delivery model