

Patient and Family Advisory Council Charter 2024



VISION

The Lower Umpqua Hospital District (LUHD) Patient & Family Advisory Council (PFAC) is a partnership of patients, family, caregivers and LUHD staff dedicated to advancing comprehensive and compassionate patient and family centered health care for all the diverse populations served by LUHD.

PURPOSE

The PFAC will have an active role in improving the patient and family care experience by identifying opportunities, gather and provide feedback and perspectives on the plans, activities, consumer-oriented materials, and programs of LUHD related to patient and family centered health care.

Responsibilities will include:

- ensuring district services and policies are centered around the needs, preferences and values of patients and their families.
- contributing to the continuous improvement of the district's services by providing feedback, suggestions, and recommendations based on their own experiences as patients or family members.
- participating in the development and review of district policies, procedures, and guidelines.
- helping to educate and inform patients and their families about their rights, responsibilities, and available resources.
- serving as a liaison, conveying the concerns, needs, and feedback of patients and families to the clinic's management, and vice versa.
- engaging in educational initiatives to raise awareness about healthcare topics, promote health literacy, and empower patients and families to make informed decisions.
- promoting districts services that are inclusive, equitable and culturally sensitive and responsive to the diverse needs of the community.

MEMBER EXPECTATIONS

- 1) Value input from all members equally.
- 2) Actively participate both in and out of meetings to achieve the purpose.
- 3) Work effectively with other council members, LUHD staff, and community members during and outside of council meetings.
- 4) Facilitate change to support the achievement and continued improvement of patient and family centered care.
- 5) Provide constructive feedback from a patient and family perspective focused on solutions.
- 6) Adhere to Confidentiality Agreement.
- 7) Review materials provided prior to the meetings so that each member is prepared to ask questions, contribute ideas, and provide input.

- 8) Decision-making will normally be by consensus. If consensus is not reached, decisions will be made by a majority vote of all members. All members are expected to support meeting decisions once meeting is adjourned.
- 9) Be willing to serve on the PFAC for one year.
- 10) Leave each meeting with a sense of accomplishment.

MEETINGS/FREQUENCY

- 1) PFAC meetings will occur at least four (4) times per year. Meeting frequency will be determined by the Chairpersons.
- 2) Patient & Family Advisors (PFAs) are expected to attend all meetings either in-person or virtually.
- 3) PFAs must notify the Chairperson(s) in advance if they are unable to attend a PFAC meeting.
- 4) PFAs will participate in subcommittee activities as needed outside of routine PFAC meetings.

MEMBERSHIP

Selection:

- 1) Any patient or family member/caregiver of a patient who receives services from LUHD and is a patient of Dunes Family Health Care (DFHC) may serve as a PFA.
- 2) Everyone interested in serving as a PFA must complete an application.
- 3) On an annual basis, the Chairperson(s) will gather nominations received over the previous year and make recommendations to the full PFAC on new members. The Chairperson(s) will consider the nominee's qualifications and recommendations. The Chairperson(s) will also endeavor to ensure the membership of the PFAC reflects the board approved PFAC charter to the greatest extent possible.
- 4) Following a positive vote by the PFAC, the nominees will be notified they have been selected to serve on the site PFAC.
- 5) When a PFA nominee is approved, he/she will be introduced to the PFAC and oriented to prior work and current focus.
- 6) The PFAC will have up to 7 PFAs and 5 permanent seats for LUHD staff.
- 7) LUHD staff members with permanent seats on the PFAC will include:
 - a. The DFHC Medical Director or their designee
 - b. The DFHC Clinic Manager or their designee
 - c. The LUHD Chief Nursing Officer or their designee
 - d. The LUHD Director of Quality & Risk Management or their designee
 - e. The LUHD Director of Public Relations & Community Outreach or their designee

Removal:

- 1) A PFA may be removed from the PFAC by unanimous agreement of the site's staff and Co-chairpersons if any of the following occur:
 - a. The PFA no longer has a relationship with LUHD (i.e. no encounter within the last 3 years).
 - b. The PFA has continuous and frequent absences from council meetings without prior notice.
 - c. Violation of the member expectations outlined in the PFAC charter.
 - d. A PFA may resign at any time by submitting a Letter of Resignation to the PFAC chairperson(s)

ROLES

Chairperson(s):

- 1) The PFAC will select two chairpersons to serve one (1) year term at the start of the new membership year, one PFA and one LUHD staff member.
- 2) The responsibilities of the chairperson(s) are as follows:
 - a. Convene and facilitate meetings efficiently.
 - b. Set and prioritize agendas.
 - c. Ensure PFAC abides by the responsibilities set in this Charter.
 - d. Work effectively in pursuance of the PFAC Purpose, relative to the goals of patient and family centered care.
 - e. Work closely with organization staff between meetings as needed. Be accountable to the PFAC.
 - f. Participate in leadership training, coaching, and mentoring, as needed.
 - g. Participate or assign facilitators as necessary for subcommittees or projects.

Staff:

- 1) Advocate for and report on progress towards incorporating council feedback within the organization.
- 2) Ensure a meeting record is taken.
- 3) Ensure the LUHD Board of Directors receives regular updates from the PFAC.

CONFIDENTIALITY

PFAC members must sign and abide by an LUHD confidentiality agreement. PFAC members must not discuss any business, personal or confidential information revealed during a council meeting outside their role as a patient or family advisor. Council members must adhere to all applicable HIPAA standards and guidelines. Confidential information includes, but is not limited to: a patient's name, contact information, date of birth, diagnosis, treatment and current medical status, as well as information about the patient and his/her family's social history and overall experience with LUHD. If an advisor violates these guidelines, membership status may be revoked.

AMENDMENT

This Charter may be amended at any regular meeting of the PFAC by an affirmative vote of two-thirds of the members present and voting. Any desired changes/amendments to the PFAC Charter must be submitted to the LUHD Board of Directors for approval.

Approved by LUHD Board of Directors, February 28, 2024