

## Upper Canada Family Health Team Patient Advisory Committee

### Terms of Reference

#### **Vision**

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

#### **Purpose**

The purpose of the Upper Canada Family Health Team (UCFHT) Patient Advisory Committee (PAC) is to improve patient experiences at the UCFHT. The committee serves in advisory capacity, making recommendations on matters that impact the experience of patients and families at the UCFHT. The PAC brings together individuals with a variety of experiences to the UCFHT:

- To provide feedback on, and ideas for, initiatives and programs that will enhance and embrace the model of patient-centered care.
- To advance patient engagement and patient-centred care principles and practices.

#### **Accountability**

The Patient Advisory Committee reports to the Board of Directors of the UCFHT.

#### **Membership**

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

#### **Membership Selection**

Candidates must complete an application form to apply for general membership on the Committee. 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. The maximum number of members will be 9 at any given time.

#### **Terms**

Each member will commit to at least one year term. The maximum term will be 2 years.

#### **Chair/Co-Chair**

The initial Chair of the PAC will be the Executive Director with the intent to appoint a Co-Chair within the calendar year.

The role of the co-chairs is to manage the meeting in a way that encourages open, honest and respectful dialogue among the members to ensure the process of the PAC is fulfilled through PAC meetings; 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 co-chairs. The meetings will be held at 5 Home Street, Brockville Ontario.

If a PAC member is absent for more than 3 consecutive meetings, they will be contacted by the Chair or designate to determine their commitment to continue or resign.

**Recorder of the Minutes**

Recording and distribution of the meeting minutes is the responsibility of the UCFHT PAC Chair. Minutes shall be distributed within 10 business days.

**Communication and Reporting**

PAC activities shall be reported through the UCFHT Executive Director who will then report to the Board of Directors.

**Quorum**

The Co-Chairs will determine if there is sufficient attendance to conduct the meeting.

**Decision Making**

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