

Patient & Family Advisory Council Charter

Date Chartered:

Vision Statement:

The _____ (name of site) Patient & Family Advisory Council (PFAC) is a partnership of patient and family member advisors and _____, dedicated to advancing comprehensive and compassionate patient and family centered health care for all the diverse populations served by _____.

Purpose:

The PFAC will have an active role in improving the patient and family care experience by identifying opportunities, gathering and providing feedback and perspectives on the plans, (health center, etc) activities, consumer-oriented materials, and programs of _____ (name of site) related to patient and family centered health care.

PFAC Member Responsibilities:

- Actively participate both in and out of meetings to achieve the purpose
- Work effectively with other council members, as well as _____ (site) staff, patients and families to ensure a patient and family centered care experience
- Facilitate change to support the achievement and continued improvement of patient and family centered care
- Provide constructive feedback from a patient and family perspective
- Respectfully listen to diverse opinions
- Adhere to Confidentiality Agreement
- Review materials provided prior to the meetings so that each member is prepared to ask questions, contribute ideas, and provide input
- 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
- Be willing to serve on PFAC for two years or longer, as determined by Co-Chairs
- Adhere to Site's Code of Conduct

PFAC Meetings/Frequency:

- Meetings will occur at least quarterly
- Site's staff and/or Chair(s) are points of contact concerning attendance
- Patient & Family Advisors (PFA) are expected to attend a minimum of 3 meetings annually
- In addition to the PFAC committee meetings, PFAs are expected to participate in sub-committee activities as needed

Membership Selection:

- The PFAC will be composed of Members that conform with the PFAC Committee slate as approved and amended from time-to-time by site's Board of Directors.
- A patient and/or family member of _____(name of site) may be nominated by his/her provider, a site's staff member, or by self-nomination.
- Each PFA nominee must have an interest in health care.
- Each PFA nominee must fill out an application.
- On an annual basis, the Chair(s) will gather nominations received over the previous year and make recommendations to the full committee on the new members. The Chair(s) will take into account the nominees' qualifications and recommendations. He/she will also endeavor to ensure that the membership of the committee reflects the board approved Committee slate to the greatest extent possible.
- Following a positive vote by the PFAC, the nominees will be notified that they have been selected to serve on the site PFAC
- When a PFA nominee is approved, he/she will be introduced to the PFAC and oriented to prior work and current focus .
- The Committee may have up to 15 members.

Removal:

- A PFA may be removed from the PFAC by unanimous agreement of the site's staff and Co-Chairs if any of the following occur:
 - The PFA no longer has a relationship with site
 - The PFA has continuous and frequent absences from council meetings without prior notice
 - Violation of the site's Code of Conduct or the Confidentiality Agreement
- A PFA may resign at any time by submitting a Letter of Resignation from the Committee to the Committee Chair

PFAC Member Benefits

[Organization] recognizes that each community member's time is valuable and they will be paid for time, according to our compensation policy. In an effort to show appreciation while also ensuring continual participation we offer:

- Hourly rate of \$15/per hour for attending meetings and/or focus groups
- Hourly rate of \$25/per hour for trainings, facilitating meetings and/or focus groups, planning sessions, and monthly advisory council meetings
- Childcare reimbursement of \$15 per hour for # of hours needed which includes for in person meeting time and round trip transportation time to meetings

- Transportation: Community members can choose for [Organization] to provide a Lyft ride to and from meetings or a \$15 transportation stipend can be added to their gift card payment.
- If a meeting is scheduled during lunch or dinner, a meal will be provided. If a meeting is over 2 hours long food will be provided.

ROLES:

Chair:

The organization will select two chairpersons to serve one year terms at the start of the new membership year. Members interested in the chair position are welcome to apply for consideration

The responsibilities of the Chair(s) are as follows:

- Convene and facilitate meetings efficiently.
- Set and prioritize agendas with site's staff.
- Ensure PFAC abides by the responsibilities set in this Charter.
- Work effectively in pursuance of the PFAC Purpose, relative to the goals of Patient and Family Centered Care.
- Work closely with organization staff between meetings as needed. Be accountable to the PFAC.
- Participate in leadership training, coaching, and mentoring as needed.
- Participate or assign facilitators as necessary for sub committees or projects.

Site's Staff:

The CMO and the Director of Quality will act as advisors to the PFAC, including:

- Attend each council meeting
- Engage thoughtfully with the issues presented for council review and provide constructive feedback from a staff perspective
- Respectfully listen to diverse opinions
- Adhere to Confidentiality Agreement
- Advocate for and report on progress towards incorporating Council feedback within the organization
- Ensure that a meeting record is taken
- Ensure that the board is regularly receiving updates from the PFAC

The CEO may also designate a staff person to be the "**Program Coordinator.**" The **Program Coordinator** will:

- Attend each council meeting
- Prepare and follow-up with staff who come to the Council seeking feedback
- Send reminders, meeting materials, and communicate meeting logistics to members
- Recruit and orient new members
- Define a clear process for following up on PFAC recommendations
- Adhere to Confidentiality Agreement
- Ensure that minutes are taken at each meeting and distributed to PFAC members on a timely basis

Confidentiality

PFAC members must not discuss any site's 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 site. 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, provided that the amendment has been submitted in writing at the previous regular meeting. Any desired changes/amendments to the PFAC Charter must be voted on affirmatively by the site's board of Directors to be adopted.

PFAC Charter Guidelines Contract – [Make this a separate page]

I, _____, have read the (name of sites here) Patient & Family Advisory Council Charter Guidelines. I understand the expectations and goals of the Patient & Family Advisory Council and agree to uphold the Charter stated.

I agree to maintain the confidentiality of (name of site) and the Patient & Family Advisory Council members, including information learned or discussed during Patient & Family Advisory Council meetings.

In order to represent the Patient & Family Advisory Council and (name of site), I will not solicit community involvement without the knowledge of the Patient & Family Advisory Council.

SAMPLE

PFAC Member

Date

PFAC PC

Date

C.7 Sample PFAC Member Job Description

Title: _____ (name of site) , Patients and Families-Caregivers Advisory Council (PFAC)

Purpose of Site's PFAC: The PFAC will have an active role in improving the patient and family care experience by identifying opportunities, gathering and providing feedback, and perspective on the plans, activities, consumer-oriented materials and programs of Site's related to patient and family centered health care.

PFAC Member Roles and Responsibilities:

- Advise on strategies to enhance and promote consumer and community engagement, including the development and implementation of the strategic consumer participation plan
- Identify and prioritize issues requiring consumer and community participation
- Participate in relevant governance committees/meetings/forums to provide a consumer perspective
- Review information provided to consumers of our services and offer feedback
- Assist in developing and monitoring key performance indicators for service quality and accessibility
- Assessing how well the organization is doing from the consumer and family perspective
- Identifying processes and systems to support patient engagement
- Ensuring that Site's staff and providers obtain training for effectively incorporating patient engagement systems and processes
- Intervening to overcome specific obstacles that may emerge
- Monitoring progress toward achieving patient and family engagement goals

Site's Roles and Responsibilities:

- Provide orientation
- Ongoing Education/Training
- Have a contact person for the members of the PFAC for follow up/Qs & As.
- Stipend: Site will provide travel expenses to and from meetings, such as mileage, parking gas card, refreshments (breakfast, lunch, dinner) depending on meeting time; small giveaways or gift card not to exceed \$10.00

Time Commitment:

- Commit to be a member of the PFAC for at least 1.5 to 2 years
- Attend first meeting (orientation) of 1.5 hours
- Attend Trainings of 2 hours at least once per year.
- Meets at least quarterly (1.5 hour meetings)- four times per year
- In addition to PFAC meetings, PFAC members are expected to participate in sub-committee activities as needed
- Review and provide feedback on draft documents

Sample Compensation guidelines

Below is a detailed sample compensation policy, followed by some additional examples of paycales, types, and methods for compensation.

Community Engagement Compensation Policy and Procedures

Purpose: Identify financial process on how to compensate community resident partners that engage in work with [Organization].

Community Engagement

- [Organization] is dedicated to supporting patient and community resident voice through uplifting their lived experience.

- **Long-term and short-term engagement entails:**
 - Relationship building
 - Leadership development
 - Political education
 - Strategy Development
 - Mobilize community resident allies
 - Move to action
 - Movement building
 - People Power

Policy: The (Organization's) Diversity, Equity and Inclusion department (or similar function) values and will ensure community resident partner engagement is fairly compensated for their time and effort. This policy is a comprehensive and sustainable protocol for all departments across (Organization) to uphold.

Compensation

- [Organization] recognizes that each community members' time is valuable and will be fairly compensated for time. In an effort to show the value of lived experience and ensuring continual participation of community members, we offer:
 - Hourly rate of \$15/per hour for attending meetings and/or focus groups
 - Hourly rate of \$25/per hour for leading trainings, facilitating meetings and/or focus groups, planning sessions, and monthly advisory council meetings
 - Childcare reimbursement of \$15 per hour for # of hours needed which includes the in person meeting time and round trip transportation time to meetings. Childcare reimbursement should be paid at the conclusion of the meeting so the community member does not face undue hardship to pay childcare provider.

- Transportation: Community members can choose for [Organization] to provide a Lyft ride to and from meetings or a \$15 transportation stipend to be added to their gift card payment.
- If a meeting is scheduled during lunch or dinner, a meal will be provided. If a meeting is over 2 hours long food will be provided.

Payment

- Community Engagement payments will be paid in the form of a gift card (preferably Visa -- more widely accepted) or cash
 - For Gift Cards:
 - Gift Cards can be ordered in bulk by Finance (the amount would need to be the same for all gift cards) and would need X days advance notice to purchase.
 - For Cash: Staff members should...
 - Promptly send a request to Finance at least 2 weeks in advance
 - [Organization] will write you a check to cash
 - Use receipt form to collect signatures from participants
 - Attach a copy of receipt form to expense report
 - If there is any leftover cash staff can deposit it back into your bank account and then write a check to [Organization] or save it for another upcoming focus group and/or meeting
- If a community resident partner is paid over \$600 in a calendar year, they will have to report their earnings to IRS. [Organization] will collect information from community resident partner to issue a 1099 tax report.

Compensation Procedure:

- I. After an in-person meeting or event, a community resident partner will be provided a gift-card payment for their agreed upon time of work with [Organization]. The participant will be asked to sign a receipt form to acknowledge they have been compensated for their time.
- II. For participant to receive full stipend they must have stayed for the entire duration of the meeting/event. If a participant is unable to attend the entire duration of a meeting, they are advised to inform a [Organization] staff member before the meeting. If a payment adjustment needs to be changed the day of the meeting a gift card will be mailed to the community resident partner within 1-2 business days after the meeting/event date.
- III. If a meeting takes place virtually, participants will be mailed a gift card in 1-2 business days following the meeting. An [Organization] staff member will call community resident partner to confirm address before mailing out gift card. Gift cards will be mailed with signature confirmation receipt and self-addressed stamped envelope to

[Organization] for community resident to mail back signature receipt.

Compensation Guidelines:

1. An [Organization] staff member will confirm the address of gift card payment receipt with community resident partners and mail gift card in 1-2 business days after scheduled meeting
2. An [Organization] staff member will email the tracking # for the gift card and ask that community resident email HL staff when the gift card is received.
3. [Organization] staff will provide a defined path to compensation as part of good transparency. Clarify if a task, call, meeting or any type of involvement warrants compensation and will review the time commitment and compensation amount with participants ahead of time.
4. All [Organization] employees will be well versed in gift card protocol before any request is presented to a participant. This means employees will inform a participant when requesting a service. It may be as simple as asking a participant to join a phone call.
5. Clear communication is at the heart of transparency. [Organization] must develop transparency based on full consideration of appropriate disclosure. Participants need transparency from [Organization] to know and feel a sense of belonging.
6. Annual review of gift card protocols and amounts will indicate advance planning by [Organization]'s Community Engagement team.
7. For long term community resident partnership where individual compensation exceed \$600, payment of community participants must be coordinated with the finance department to ensure compliance with tax laws

C.9 Meeting Evaluation for participants

First Orientation Meeting Evaluation

Date of Meeting: _____

Name (Optional): _____

Help us make your PFAC meetings experience more effective by providing an honest response. Using the following scale (1-5), please rate your response to the following statements. Feel free to make additional comments below.

	1 Strongly Disagree	2 Disagree	3 Not sure	4 Agree	5 Strongly Agree
1. I understood the purpose of the orientation.					
2. I received the right information in the right amount of time.					
3. The agenda was well organized					
4. The presenters were very clear and concise.					
5. I felt welcome and included as a member of the PFAC.					
6. My opinion and participation was well received and respected.					
7. Everyone got an opportunity to participate.					
8. I am clear about what was accomplished.					
9. The location and logistics was appropriate					
10. My participation in the PFAC will improve the experience patients and families have.					

Comments:
