BOARD OF DIRECTORS MANUAL

CATEGORY:	GOVERANCE	NUMBER: II-008
ISSUED BY:	GOVERANCE COMMITTEE	PAGE: 1 OF 2
APPROVED BY:	BOARD OF DIRECTORS	
DATE OF ISSUE:	June 2022	

PATIENT AND FAMILY ADVISORY COUNCIL

Purpose:

To integrate patient and/or family perspectives into NHH decision making through active Patient and Family Advisor representation on quality and practice committees as well as ad hoc program and issue-specific opportunities across the organization,

Policy:

As a key part of the NHH Board of Directors' commitment to proactively engage with patients and families served, and the broader Community Engagement Policy and Framework that guides that work, NHH's Patient and Family Advisory Council will serve as partners in decision making throughout the hospital, working with staff, physicians and midwives to continuously improve the experience of individuals who receive care at NHH, and their families.

Procedure:

Five key principles guide NHH's relationship with its Patient and Family Advisory Council.

1. Respecting and honouring the beliefs and perspectives of patients and families
2. Collaborative engagement and partnership with patients and families
3. Excellent communication for shared decision-making with patients and families
4. Holistic care with patients and families
5. Empathetic relationship with patients and families

Accountability:

The Council will report a minimum of twice per year to the Quality and Safety Committee of the NHH Board. Community reporting on PFAC impact will be included in the NHH Annual Report to the Community.

References:
NHH Community Engagement Framework
NHH PFAC Terms of Reference
NHH PFAC Role Description

Approved:
June 2, 2022 (NEW)
May 2023 (revised)
March 2024 (revised)
March 2025 reviewed
March 2026 reviewed

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