



## **Patient and Family Advisory Council (PFAC) Role Description**

### **Reporting Relations**

The volunteer Patient and Family Advisory Council reports to the NHH Board of Directors through the Quality and Safety Committee on progress against their Roles and Responsibilities. In addition, the individual PFAC partners work closely with their associated Quality and Practice Committees (QPCs), Best Practice Working Groups, and/or unique department/program/project leads to which they are assigned.

### **Definition of a PFAC Partner:**

A person who has received care or a family member or caregiver of someone who has received care from NHH and, upon expressing a genuine interest, is selected to work alongside providers, in a partnership, to share their experiences, communicate their perspective, inform decision-making and improve quality through direct input into decisions, practices and policies.

### **Roles and Responsibilities:**

PFAC Partners will:

- Ensure patients, families and caregivers have a voice in order to inform decision making at NHH
- Share experiences (positive and negative) as they relate to NHH programs and services for the purpose of promoting and enhancing patient-centered care
- Participate as partners in the planning and operations of specific programs, departmental activities and projects and respectfully identify processes at NHH that do not work well for patients/families
- Provide feedback on NHH patient experience metrics and, related to that, support as able the conducting of real time patient experience surveys
- Review and provide feedback on items referred to the PFAC and, conversely, bring forward recommendations for areas/projects that may benefit from PFAC input
- Support the organization in continuous quality improvement
- Evaluate the performance of the PFAC
- Report to the NHH Board through the Quality and Safety Committee on progress against Roles and Responsibilities

Additional responsibilities expected of all PFAC Partners as they fulfill the role above include:

- Maintaining confidentiality, as appropriate, by not discussing meeting information outside of the meeting
- Preparing for meetings by reading any related materials sent out prior
- Regularly attending meetings and providing input while in attendance
- Completing bi-monthly Activity Tracking Sheets to support reporting to the Board/community
- Relaying public NHH information (as shared in news releases, newsletters, special event notices, etc.) to community contacts, and helping to connect community members to NHH contacts/processes (e.g. Patient Relations Delegate) as appropriate
- Maintaining a dedicated, personal email address for the receipt of confidential hospital materials (email addresses should be personal (vs work-related) and not shared with family members/friends)
- Ensuring proper destruction of all hospital documents (NHH provides secure shredding bins for the safe destruction of documentation that may contain confidential material – these will be made available to PFAC partners as required)
- Completing the necessary NHH Confidentiality Agreement, pledge to respect the NHH values, and criminal record check including a vulnerable sector screening
- Ensuring all necessary immunizations are up-to-date, as per NHH policy

### **NHH's Commitment to Patient/Family Partners**

The NHH Board of Directors' policy on Community Engagement (II-005) outlines seven guiding principles that reflect best practices related to community engagement.

1. Public participation is based on the belief that those who are affected by a decision have a right to be involved in the decision-making.
2. Public participation includes the promise that the public's contribution will (where opportunity permits) influence the decision.
3. Public participation promotes sustainable decisions by recognizing and communicating the needs and interests of all participants.
4. Public participation seeks out and facilitates the involvement of those potentially affected by or interested in a decision.
5. Public participation seeks input from participants in designing how they participate.
6. Public participation provides participants with the information they need to participate in a meaningful way.
7. Public participation communicates to participants how their input affected the decision.

In addition, the NHH Board of Directors' policy on the Patient and Family Advisory Council (II-008) specifically sets out the Board's ongoing commitment to continuously engaging patients, caregivers and families. Both policies are available to the public through the Accountability tab of the hospital website.

### **Qualities:**

PFAC Partners will be:

- Respectful of others' opinions and ideas
- Comfortable speaking in a group, and asking for clarification, if needed
- Able to work collaboratively with others
- Able to communicate negative experiences in a positive, constructive manner
- Good listeners
- Willing to partner with NHH staff, physicians, other patients and family members and caregivers
- Flexible and patient
- Able to see beyond personal experiences and represent views of other patients and families

### **Qualifications:**

In addition to the qualities listed above, PFAC Partners must be:

- Over the age of 18 (with the exception of designated youth representatives) and have NHH experience in the past three years as a patient, or the family member/caregiver of one who has been a patient at NHH in that timeframe, or an NHH patient facing volunteer.
- Committed to NHH's shared purpose and values

### **Review of Role Description:**

The Role Description will be reviewed annually by the PFAC Partners, at or before the close of each calendar year. Upon approval from the PFAC the Role Description will be brought forward to Senior Leadership Team for final approval, to help ensure alignment with organizational priorities.