## **<insert council name> Terms of Reference**

|  |
| --- |
| 1. **Background** |
| The work of the <insert council name> will be supported by Fraser Health values of respect, caring and trust. This volunteer role is advisory, not advocacy in nature. The difference between these two roles is considered as follows: An Advisor seeks to inform a process, while an Advocate seeks to ensure a particular outcome.  A diverse group of perspectives will help contribute to and drive:   * health services strategic and operational planning * policy development, implementation and evaluation * person-centred care culture * initiatives to improve quality and patient safety * staff / employee wellbeing and development * two-way dialogue and communication focused on bringing the voice of the people we serve and their essential care partners throughout the organization   The actions and decisions of the <insert council name> will will focus on Fraser Health’s priorities and objectives and key results (OKRs) which are based on the Ministry of Health directives. as well as aligning to Ministry of Health directives and frameworks concerning person-centred care. |
| 1. **Purpose** |
| The purpose of the <insert council name> is to engage and partner with Fraser Health, its senior leaders and health care providers to collaborate and provide strategic advice on advancing a person-centred approach to care services and improving the experience of the people we serve. The level of engagement, as per the International Association of Public Participation (IAP2), will be shared when engagement opportunities are presented to the <insert council name>. The <insert council name> will strengthen the relationship between Fraser Health and members of our community by ensuring partnership in learning, idea-sharing, and information flow. |
| 1. **Membership** |
| The <insert council name> aims to encompass a diversity of perspectives from communities across the region. Membership will include consideration of characteristics such as and not limited to: healthcare experiences, geographic and cultural/ethnic backgrounds, race, age and generation, indigenous identity, gender identity and sexuality, disabilities, country of origin, citizenship and immigration status, religious and spiritual perspective, socio-economic status, access to power, and experiences of oppression or trauma among many othersi. There is also, of course, much that unites us, not least of which is our common humanity.  **Members (people we serve):**   * <insert council name> representation will be comprised of 6-10 individuals who received direct care or are essential care partners in Fraser Health. Members may hold a joint appointment on the <insert council name> and other advisory committees (i.e. Clinical or network teams). * **Members (people we serve):**   + will complete the application, pre-screening and interview process   + are not employed by Fraser Health   + demonstrate ability to work in partnership with others   + communicate effectively   + are respectful and open to the perspectives of others   + are able to work collaboratively with Fraser Health employees and leaders   + complete Fraser Health’s confidentiality agreement   + represent a diversity of skills, knowledge/opinions and experiences to help advance the work of the <insert council name> available to attend 80% of the scheduled <insert council name> meetings in-person (when applicable), via telephone, or virtual. If unable to attend 80% of the scheduled <insert council name> meetings, <insert council name> member and Patient Experience Director will explore the context of the absences and opportunities for participation on the <insert council name> or other engagement endeavors.     - The chair will ask the patient partner to step-down from the council if it is determined that availability or commitment level has changed. Alternatively, if applicable then a Leave of Absence may be offered. * **Appointment Process:** The Recruitment and Selection Committee will be comprised of existing patient partners and FH Staff members. The Recruitment and Selection Committee will meet and greet those that express interest and make recruitment recommendations. The <insert council name> will review and approve recommended members.   Newly recruited <insert council name> members will be able to audit 1 meeting before committing to join as well as a trial period of 3-6 months to ensure it is a good fit for all.   * **Term:** Membership term is two years, with a minimum commitment of one year. Members may be invited to apply for one additional two-year term. In the management of term renewals, consideration will be made to maintain a balance of new and experienced members. Members may withdraw from membership at any time and by any means (i.e. written or verbal).   Members have the option at the end of term to hold “Alumni” membership for one year and in doing so agree to support and mentor new <insert council name> members for both the Regional and any local advisory committees if required. Alumni are also encouraged to act as “alternates” for sitting <insert council name> members or “additions” as needed or requested (vacation coverage, sub committees/working groups, diversity, etc.). Alumni members are invited to participate in the monthly “Business” meetings and will receive copies of the minutes from monthly meetings.  **Members (Fraser Health staff):**   * <insert council name> representation will be comprised of up to 4-8 individuals who are employees in Fraser Health and have an area of focus that relates to current Fraser Health strategic direction and alignment with person-centred approach to care. Membership will be reviewed every year for availability and applicability. * **Members (Fraser Health staff):**    + are employed by Fraser Health   + demonstrate ability to work in partnership with others   + communicate effectively   + are respectful and open to the perspectives of others   + are able to work collaboratively with patient partners   + agree to attend 80% of the scheduled <insert council name> meetings in-person (when applicable), via telephone, or virtual. If unable to attend 80% of the scheduled <insert council name> meetings a designate from the department will attend.     - The chair will ask the Fraser Health Members to step-down from the council if it is determined that availability or commitment level has changed. * **Current members:**   + Executive Sponsor: Vice President, Professional Practice, Quality, Learning, and Research   + Executive Director, Professional Practice and Chief Nursing and Allied Health Officer   + Director, Patient Experience (Chair)   + Directors, Clinical Quality & Patient Safety   + Leader, Patient and Family Centred Care   + Clinical Practice Consultant, Patient Engagement (patient partner liaison and administrative support)   + Indigenous Health representative~~or~~ Lead, Health Equity and Community Engagement   + Lead, Planetary Health  |  |  | | --- | --- | | Previous Health Care Members | * Director of Primary Health Care | | Potential Health Care Members | * Physician / Nurse Practitioner * Long Term Care Assisted Living * Virtual Health * Integrated Medical Information Technology (IMIT) * Clinical Staff * Mental Health Substance Use | |
| 1. **Accountability** |
| The <insert council name> is accountable to the Fraser Health Executive, which reports to the Board Quality Performance Committee, through the Executive Sponsor. Members may hold a joint appointment on the <insert council name> and other advisory committees or opportunities.  When applicable and decided upon by the regional council, selected <insert council name> members will engage with other Patient and Family Advisory Councils (PFACs), on an ad hoc basis, to represent a broader voice at the regional table and enable two way dialogue between regional and local tables.  The PFAC Network structure is depicted in the following diagram:    All PFACs will focus on priorities, goals and initiatives specific to the local area, program, or project. |
| 1. **Meetings** |
| * **<insert council name> Meetings:**   Monthly <insert council name> meetings (minimum 10 meetings per calendar year) are conducted in-person at Central City in Surrey or via Zoom. Meeting may be postponed or canceled if there is less than 50% of patient partners present.  Every year, the <insert council name> will determine meeting dates / times to ensure the maximum amount of representation including consideration of evening meetings if applicable.  Meeting agenda, minutes and related materials will be provided electronically. Members may be asked to review and comment on relevant documents circulated electronically between meetings, or through ad hoc meetings.   * **<insert council name> Business Meetings:**   Business meetings will take place approximately 2 weeks before the <insert council name> meeting and involve the patient partners of the <insert council name>. The <insert council name> Business meetings provide the patient partners of the <insert council name> with an opportunity to discuss, provide suggestions and plan the agenda for the next <insert council name> meeting. The Business Meeting is utilized in lieu of a patient partner co-chair model as the <insert council name> agendas are created collaboratively. Co-Chair model is revisited on an annual basis. |
| 1. **Quality and Safety Walkabouts** |
| The <insert council name> members participate in Executive Walkabouts with members of the FH Executive Team twice per year (spring and fall: during unrestricted times). The purpose of the Executive Walkabouts is to link directly with FH operations staff and leaders, local PFAC members and the people we serve and their essential care partners in a FH facility. Input from all participants of the Executive Walkabouts are documented and sent via the Vice President of Patient Experience to the <insert council name> and FH Board for review and discussion in <insert council name>. Meetings. <insert council name> members are bound by the FH confidentiality agreement. Those <insert council name> members who participate in the Executive Walkabouts should be up to date on their immunizations, complete a Criminal Record Check, and take preventative measures to prevent the spread of influenza, etc. in accordance with FH Policies. |
| 1. **Review of Terms of Reference** |
| The Terms of Reference will be reviewed and signed on an annual basis by <insert council name>.   * Approved on <insert date> by the <insert council name>. |
|  |

August, 28, 2023