

This document applies to	<input checked="" type="checkbox"/> All Horizon	<input type="checkbox"/> Fredericton Area	<input type="checkbox"/> Miramichi Area
	<input type="checkbox"/> Moncton Area	<input type="checkbox"/> Saint John Area	<input type="checkbox"/> Upper River Valley Area

**Horizon Health Network
Terms of Reference**

Patient and Family Advisory Council

AUTHORITY

Reports to the Horizon Health Network (Horizon) President and CEO.

PURPOSE

Patient and Family Advisory Council (PFAC) is an advisory council that works in partnership with Horizon leadership to enhance and improve patient and family centred care (PFCC) and patient/family experience by the PFAC incorporating the voice and perspectives of patients and their families to:

- Ensure that quality and safety in the PFCC experience is an integral aspect of the culture within the Horizon;
- Foster communication and collaboration among patients, families, caregivers and staff;
- Promote patient and family support and involvement to improve patient experience and care; and
- Propose and participate in building sustainable patient centred care programs and services.

FUNCTIONS

PFAC's function is advisory and not advocacy.*

1. Provide patient/family experience perspective, guidance and advise pertaining to:
 - Patient/family engagement strategies, objectives, organizational design, policies, and practices undertaken to facilitate improved PFCC and patient/family experiences systemically across Horizon.
 - Situations, issues and developments that occur, which impact patient/family experience and care (e.g., ER Wait Times, Nursing Shortage, Patient Survey Results, COVID-19 Recovery). This also could include participation on Horizon Committees.
 - Evidence-informed guidelines regarding ethical issues involving PFCC and patient/family experiences.
 - Education, programs, policies and practices developed at the corporate, program/department or unit level, which impact PFCC and patient/family experiences.
 - PFCC communication strategies and education.
 - Horizon identification card titles.
2. Promote collaboration between Horizon staff and physicians to enhance the involvement of patients/ family in the planning and delivery of care across Horizon.

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Approved by	President and CEO		Page 1 of 4

3. Participate as community partners or ensure representation of patients/families in the planning and operation of quality, safety and other identified priority programs and/or committees throughout Horizon as requested.
4. Provide input toward evaluations of Horizon's PFCC engagement culture including evaluation of the Patient Experience Advisor (PEA) volunteer program.

IMPORTANT: PFAC does not:

- Mandate policy or procedures;
- Approve programs;
- Advocate for special groups or individuals; or
- Provide financial aid.

*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.

MEMBERSHIP

PFAC PEA members are approved by the President and CEO through recommendations made by the PFAC Co-Chairs.

PFAC is Co-Chaired by the Vice President (VP) Quality & Patient Centred Care and a PEA member, nominated by PFAC and approved by the President and CEO.

PFAC is comprised of 11 Horizon PEAs and seven designated staff participants who are ad hoc members.

PFAC PEA members are recommended through a selection process. This selection process will provide interested Horizon PEAs an opportunity to apply through an expression of interest. Only PEAs that meet the requirements in this Terms of Reference (ToR) will be contacted.

Members are diverse based on geography, age, gender, background, culture and patient/family experiences that reflects the population serviced by Horizon.

The following representatives from Horizon are PFAC participants:

Co-Chair

- VP Quality & Patient Centred Care

Ad-Hoc Members

- Regional Director (RD) Patient Engagement, Volunteers & Auxiliaries/Alumnae
- RD Ethics Services
- Director Quality & Safety
- Physician Leader Representative
- Nursing Leader Representative
- Corporate Support Services Representative
- Chief Human Resources Officer

TERM OF MEMBERSHIP

Two years with the option for a two-year term renewal, for a maximum of a four-year term at the beginning of each calendar year. The additional two-year renewal request is submitted to the Co-Chairs for approval before November 30th of the preceding year.

Membership terms will be staggered to ensure the composition of the Council is maintained.

Any member who threatens or undertakes legal action against Horizon shall withdraw from PFAC until there is a resolution.

Member attendance, commitment and contribution will be reviewed by the Co-Chairs, and if needed, members will be approached about continued involvement on the Council.

PFAC nominates one eligible PEA member as Co-Chair for a three-year term. Nominations for the position of PEA Co-Chair are received from the PEA members. Members may self-nominate. Nominees willing to let their name stand are voted on by PEA members by secret ballot. The Co-Chair is approved by the President and CEO.

The PEA Co-Chair will remain as co-chair for a three-year term regardless of how long they have been a member of the PFAC. The PEA co-chair serves one term with no option for renewal.

NOTE: The 3-year co-chair term process will commence in 2022 upon the completion of the current Co-Chair's 4-year term.

Orientation of New PEA Members

New PFAC PEA members will be provided an orientation to the Council including an orientation package by Horizon Patient Engagement staff.

Resignation

PFAC PEA members that want to resign during their term should communicate this intention in writing to the Co-Chairs as soon as possible.

Exit Interviews

An exit interview will be offered to any PEA resigning or ending their term by a member of the Volunteer Resources Staff.

Leave of Absence

PFAC PEA members can request a leave of absence up to six months without removing themselves. A PEA member may request a leave of absence at any time after a discussion with the Co-Chairs, and Horizon's Regional Director of Patient Engagement and Volunteer Resources. This leave of absence is counted as time in their current term.

Qualifications for PEA Membership

PEA PFAC members:

- Have experience as a PEA.
- Understand the purpose and functions of PFAC.
- Collaborate with Horizon in improving the quality, safety, and experience of patients/families.
- Commit to attend meetings regularly. Inability to attend requires notification of the Co-Chairs.
- Prepare for meetings including reviewing the agenda and all meeting materials.
- Attend meetings in person unless circumstances arise in which remote access is agreed upon by the Co-Chairs.
- Actively participate and provide input in an honest and constructive manner.
- Listen and be open to all ideas presented; members are not advocating for a specific issue, community, patient population, interest or pre-determined result.
- Collaborate with Horizon's senior leadership, physicians, staff, and other PFAC members.
- Sign a confidentiality and conflict of interest agreement.

Qualifications of PEA Co-Chair

The PEA Co-Chair must have been a Horizon PEA for a minimum of one year.

Flexibility and willingness to attend additional meetings or presentations as requested by the VP Quality & Patient Centred Care or President and CEO to discuss and promote the role, identity and involvement of PFAC.

Role of Co-Chairs:

- Report to the President and CEO at least twice a year or at their request.
- Communicate with PFAC members on matters related to Council activity and responsibilities.
- Represent PFAC at Horizon and external events in consultation with the appropriate Horizon staff.
- Develop the agenda for each PFAC meeting in collaboration with Horizon staff.
- Review and provide input into meeting minutes prior to distribution.
- Co-Chair PFAC meetings.

Annual Council Evaluation

Annually, members evaluate their contribution and the functioning of PFAC. The information will be reviewed by PFAC members and opportunities for improvement identified.

MEETINGS

PFAC meets a minimum of four times per year with additional meetings at the discretion of the Co-Chairs. Length of meeting times will be determined by the agenda items to be covered.

Meetings are open to all PEAs to attend as an observer.

Minutes will be made available on the PEA shared Collaborative Site, Skyline and Horizon website.

Agendas are prepared through consultation with the Co-Chairs and Horizon staff. Members may submit agenda items to the Co-Chairs.

Agendas, pre-reading materials and previous meeting minutes are distributed to members in advance of meetings by the Co-Chairs or designated staff.

QUORUM

50% of PEA PFAC members plus one.

Decision making will be made by consensus. When consensus is not reached, and a definitive decision is required, a vote will be taken and majority of 50% +1 of attending PEA members will be used.

The PEA Co-chair votes in the event of a tie.