

# UMASS MEMORIAL MEDICAL CENTER

## Patient and Family Advisory Council Charter

### **Section I Purpose**

The Patient and Family Advisory Council (PFAC), through its mission statement, is dedicated to assuring the delivery of the highest standards of comprehensive and compassionate health care. By partnering with UMass Memorial Medical Center (UMMMC), the PFAC assists the UMMMC Board of Trustees (Board) in carrying out its responsibilities as they relate to the evaluation and improvement of the quality and safety of patient care.

### **Section II Reporting**

UMMMC is a charitable, non-profit corporation governed by the Board. The PFAC reports to the Clinical Performance Council (CPC) which, in turn reports to the Patient Care Assessment Committee (PCAC) of the Board.

### **Section III Recruitment, Selection and Membership**

#### **Recruitment**

UMMMC PFAC members, patient/family representatives, hospital staff and community organizations will help recruit and recommend potential PFAC members who reflect the diversity of those served by the medical center.

#### **Membership**

Patients, family members and UMMMC staff are eligible to serve as PFAC members. Members must be at least eighteen years of age and demonstrate commitment to the vision and mission of the PFAC. Members may be classified as Patient & Family Advisors, Associate Members, Emeritus Members or UMMMC Staff Members.

1. A minimum of 50% of Council members are patients or patient family members.
2. All members must be in compliance with UMMMC requirements for annual training.
3. New members will complete an on-boarding orientation.
4. All members will honor their confidentiality agreement by refraining from discussing any information deemed personal or confidential outside the council meeting. A breach of confidentiality is grounds for immediate dismissal.
5. All Patient and Family Advisors are expected to attend scheduled meetings. Patient and Family Advisors who routinely miss meetings may be removed or replaced at the discretion of the co-chairs.
6. Patient and Family Advisors, Associate and Emeritus members are expected to serve on other hospital committees/workgroups.
7. Members may request a leave of absence. The co-chairs will evaluate these requests and follow-up with the requesting member to reach a final determination.
8. If a member resigns or is unable to complete their term, co-chairs may recruit a replacement for the remainder of the former member's term.
9. A quorum must be present (physically or telephonically) for voting purposes and is defined as a minimum of 50% of the membership.
10. All patient and family advisors are expected to demonstrate a professional image of UMass Memorial Medical Center through demeanor and communication with patients, visitors, and colleagues.

## UMMMC Patient and Family Advisory Council Charter

### **Patient and Family Advisors:**

1. Potential members must submit a Patient and Family Advisory Council application to Volunteer Services.
2. Preliminary interviews will be conducted by a member of the Patient Experience Department or designee.
3. Potential candidates will be invited to attend a PFAC meeting. If not on-boarded as a volunteer a HIPPA form will need to be signed upon visiting.
4. The co-chairs will determine the candidate's eligibility for membership, with consideration of comments from the Council.
5. All members must be in compliance with the requirements for active volunteer status, which includes, but is not limited to UMMMC required annual training.
6. New members will be brought on according to the New Member Guidelines (see Addendum A).
7. Patient and Family Advisors terms: length of term will vary in order to achieve staggered rotation; terms will range 2-3 years to maintain consistency in membership as much as possible.
8. In the event a vote is called for, each Patient and Family Advisor will have one vote.

### **UMMMC Staff Members:**

UMMMC members will be appointed by leadership of UMass Memorial Medical Center. In the event that a vote is called for, each UMMMC Staff Member will have one vote.

**Associate Members:** Associate membership is available to patients, family, or community individuals who want to work on select projects/work groups but are unable to make the commitment to the scheduled meetings of the PFAC. Associate members may attend PFAC meetings as they are able. Associate members are on-boarded as volunteers and their volunteer status must be current and active to participate in work groups and the council. While voting on issues is a privilege granted to the Patient and Family Advisors and UMMMC members, voting may be extended to the Associate members at the discretion of the Co-Chairs or the request of 2/3rds of the Patient & Family Advisors.

**Emeritus Members: Honoring our alumni; patient and family advisors who have served a minimum of 3 years** may request emeritus membership. Upon acceptance, they will be welcome at all Council meetings and will continue to represent the council on committees and projects if their volunteer status is current and active. While voting on issues is a privilege granted to the Patient and Family Advisors, voting may be extended to the Emeritus members at the discretion of the Co-Chairs or the request of 2/3rds of the Patient & Family Advisors.

### **Section IV Officers:**

**Nomination Procedure:** Candidates for positions will be nominated from council members having at least one year of experience as a council member. A nominating committee may be selected by the council. Nominations will also be accepted from the floor prior to election.

**Election Procedure:** Officers will be elected by the affirmative vote of the majority of those present and eligible to vote.

## **UMMMC Patient and Family Advisory Council Charter**

### **Chairmanship:**

The council will have two co-chairs; a minimum of one must be a current Patient and Family Advisor. Chair terms will be two years and will end on alternating years as much as possible. Should the term of the co-chair extend beyond his/her membership term, his/her membership term will extend to the end of his/her co-chair term.

The co-chairs' responsibilities will include: providing leadership for the Council members, setting meeting agendas, facilitating meetings, and reporting to the CPC.

**Other officer positions may be established, as needed.**

### **Section V: Duties, Functions and Responsibilities**

1. The PFAC shall meet a minimum of 9 times a year, at least once per quarter. Co-chairs shall have the authority to cancel meetings for good cause.
2. Minutes will be recorded, approved by PFAC members, shared with CPC, and retained for a minimum of 5 years.
3. The PFAC shall report to CPC and provide written updates, including accomplishments of the council, at least annually.
4. The UMMC PFAC will provide a liaison to other advisory committees/councils to share information and prevent duplication of effort.
5. The PFAC will define new member and on-going orientation and training as needed..
6. This charter together with any Addendums, shall serve as policies and procedures for the council until modified or amended by those eligible to vote.

Revised 3/23/2015 Adopted 3/24/2015