

UMASS MEMORIAL MEDICAL CENTER

Patient and Family Advisory Council Charter

Section I Purpose

The Patient and Family Advisory Council (PFAC), through its mission, is dedicated to assuring the delivery of the highest standards of comprehensive and compassionate health care. By partnering with UMass Memorial Medical Center, the PFAC assists the UMass Memorial 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

UMass Memorial 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

UMass Memorial 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 UMass Memorial staff are eligible to serve as PFAC members. Members must be at least 18 years of age and demonstrate commitment to the vision and mission of the PFAC.

1. A minimum of 50 percent of PFAC members are patients or patient family members.
2. All members must be in compliance with UMass Memorial 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 members are expected to attend scheduled meetings. Members who routinely miss meetings may be removed or replaced at the discretion of the co-chairs.
6. PFAC 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 percent of the membership.

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Patient/Family Members:

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 either in person or by phone.
3. Potential candidates will be invited to attend a PFAC meeting.
4. The co-chairs, with consideration of comments from the other members of the PFAC, will determine the candidate's eligibility for membership.
5. All members must be in compliance with the requirements for active volunteer status, which includes, but is not limited to, required annual training.
6. New members will be brought on according to the New Member Guidelines.
7. PFAC member terms: Length of term will vary in order to achieve staggered rotation; terms will range two to three years to maintain consistency in membership (October 1 to September 30).

UMass Memorial Staff Members:

UMass Memorial members will be appointed by Medical Center leadership.

Associate Members: Associate members may be patient/family members or community members who participate in the work of the PFAC without voting privileges. Associate members must be approved for membership as outlined above. Associate members may represent the PFAC committees and projects if their volunteer status is current and active.

Emeritus Members: PFAC members who have completed their term may apply for emeritus membership. Upon acceptance, they will be welcome at all PFAC meetings and will continue to represent the council on committees and projects if their volunteer status is current and active. They will not have PFAC voting privileges.

Section IV Officers:

***Nomination Procedure:** Candidates for positions will be nominated from PFAC members having at least one year of experience as a PFAC member. A nominating committee may be selected by the PFAC. 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 the members present and voting.

Chairmanship:

PFAC will have two co-chairs a minimum of one must be a current (within five years patient/family member). *Chair terms will be two years and will begin on alternating years. 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 PFAC members, setting meeting agendas, facilitating meetings and reporting to the CPC.

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*Inaugural years:

- UMass Memorial staff will serve as co-chairs until a patient/family member co-chair is in place.
- Co-chairs will nominate replacement co-chair candidates for ratification by majority of the members present and voting.
- For the first three years of the PFAC, it will have the discretion to adjust the co-chair terms as needed to achieve staggered terms.

Other officer positions may be established, as needed.

Section V: Duties, Functions and Responsibilities

1. The PFAC shall meet a minimum of nine 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 five years.
3. The PFAC shall report to CPC and provide written updates, including accomplishments of the council, at least annually.
4. The UMass Memorial 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 ongoing orientation and training at least annually.
6. This charter shall serve as policies and procedures for the PFAC unless stated otherwise in a separate document.

Adopted 1/25/11 Revised 10/25/11