



capitahealth

PATIENT AND FAMILY ADVISORY COUNCIL

The Patient and Family Advisory Council will serve in an advisory capacity to collaborate with the Capital Health in personalizing, humanizing, and demystifying the health care experience.

MISSION STATEMENT:

Through collaborative involvement, the Patient and Family Advisory Council draws on specific experiences of patients, families, and health care teams to influence and enhance the quality and culture of care.

The committee will aim to:

1. Provide ongoing feedback to aid hospital leadership in prioritizing family-centered care and address patient service issues.
2. Design programs to provide emotional and educational support for patients and families.
3. Participate in educating medical and support staff on the principles of family-centered care and how they specifically apply to Capital Health.

BYLAWS:

I. STRUCTURE

- a. Membership
 - i. Will strive to be comprised of 4-8 patients and/or family members.
 - ii. Patients and families will represent a wide variety of experiences within Capital Health.
 - iii. Unit leadership will also be represented, such as physicians, nurse managers, physician assistants, environmental services, maintenance and administration.
 - iv. _____ and Director of Guest Relations will serve as chair and co-chair.
 - v. Appropriate outside agency will be represented and/or consulted.
 - vi. The chair and co-chair will plan meeting agenda and provide yearly evaluation of activities.
- b. Qualifications for Patient/Family Members
 - i. Member must have previously utilized services at Capital Health.
 - ii. Need to be available to attend 3-4 meetings per year and actively serve on subcommittees.
 - iii. Is willing to share and actively participate in the agenda.
 - iv. Will serve a minimum of 2 years on the committee.

- c. Recruitment Guidelines for New Membership
 - i. Solicit personal recommendations by Capital Health staff.
 - ii. Use current members and volunteers to assist in the new membership recruitment process.
 - iii. Provide information about the committee on the consumer portal of the hospital's website.
 - iv. The Patient and Family Advisory Council will not discriminate against anyone based on race, sex, age, marital status, gender identity, ethnicity, national origin, sexual orientation, religion, military status, disability or economic status.

II. PROCEDURES

- a. Quorum – In order to conduct the business of the committee
 - i. There should be a majority of patient/family members in attendance and a majority of Capital Health staff members for quorum in order to vote on issues.
 - ii. A member will become inactive after three consecutive missed meetings and will not be considered in calculating the appropriate numbers to hold quorum.
 - iii. Inactive members will continue to receive email notifications and meeting minutes during his/her term.
 - iv. Voting privileges of inactive members will be reinstated after attending two consecutive meetings.
 - v. Video or telephone conferencing will be considered whenever feasible.
- b. All voting members must be members in good standing.
- c. Meetings
 - i. The committee will meet monthly to support patient-centered care.
 - ii. Meetings will include an educational component.
- d. Standing Committees and Task Forces
 - i. Standing committees will be identified to conduct the work for the good of the Committee on an ongoing basis.
 - ii. Task forces will be temporary in nature to complete specific work identified by the leadership team and/or committee.
 - iii. Chairpersons for all standing committees and task forces will be appointed by the Chair and Co-Chair.

III. INAPPROPRIATE ISSUES AND CONFIDENTIALITY

- a. Issues not to be addressed or considered by this committee include, but are not limited:
 - i. Financial aid.
 - ii. Special interests.
 - iii. Personal health or emotional issues.
- b. All members must abide by and honor the confidentiality policies of the hospital.