

## **Kidney Health Patient & Family Advisory Council**

### **PURPOSE**

In fulfilling its mission, the Renal Services Patient & Family Advisory Council seeks to improve the care and caring experience for all renal patients and their family through advocacy, education, engagement of patients and families in their care, and improved communication between staff, patients, and families.

### **PRINCIPLES**

To be consistent with patient/client and family centred core concepts:

- **Respect and Dignity:** Healthcare providers and staff listen to and honour patient and family perspectives and choices. Patient and family knowledge, values, beliefs and cultural backgrounds are incorporated into the planning and delivery of care.
- **Information sharing:** Health care providers communicate and share complete and unbiased information with patients and families in ways that are affirming and useful. Patients and families receive timely, complete and accurate information in order to effectively participate in care and decision making.
- **Meaningful Participation:** Patients and families are encouraged and supported in participating in care and decision making at the level they choose.
- **Collaboration:** Patients, families, health care providers and leaders collaborate in policy and program development, implementation, and evaluation; in health care facility design, in professional education, as well as in the delivery of care.

To adopt the "4 Betters" approach to health care for the Saskatoon Health Region:

- **Better Health:** Improve population health through health promotion, protection and disease prevention, and collaborating with communities and different government organizations to close the health disparity gap.
- **Better Care:** In partnership with patients and families, improve the individual's experience, achieve timely access and continuously improve healthcare safety.

- **Better Teams:** Build safe, supportive and quality workplaces that support patient- and family-centred care and collaborative practices, and develop a highly skilled, professional and diverse workforce that has a sufficient number and mix of service providers
- **Better Value:** Achieve best value for money, improve transparency and accountability, and strategically invest in facilities, equipment and information infrastructure.

## FUNCTIONS

The council will seek to:

- Provide direction, recommendations and advocacy for improvements based on our collective experiences.
- Collaborate with other stakeholders in and beyond renal services to realize our vision, recognizing that the Renal Program is one component of the health care system.
- Engage in knowledge exchange with respect to renal health.
- Strengthen communication among providers, patients and families.
- Serve as the barometer to the experience of patients in our programs
- Advocate and represent renal patients across the care continuum (e.g., ED) through raising awareness of the renal experience and how that translates into different clinical areas.
- Develop and monitor key measures and outcomes related to the patient and family experience and ensure that improvement gains are maintained
- Build and support the development and capacity of the patient and family advisors to lead improvement work in renal services.

## MEETINGS

- The council will meet 10 times during the year.
  - Meeting duration is anticipated to be 2 hours.
- Action items will be taken at each meeting by a staff person on the PFAC and distributed to all members of the council.
- An honorarium, if desired, will be provided to the patient and family advisors.

## **REPORTING AND ACCOUNTABILITY**

- The Renal Services Patient & Family Advisory council will be chaired by Diane Shendruk, Director, with the aim of being co-chaired with a patient/family member.

## **MEMBERSHIP**

- The council will have up to 15 members
- A ratio of 2:1 patient and family members to SHR staff will be sought.
- The recommended term of service is two years, and an individual may serve up to two, consecutive terms. Succession planning to be determined based on staggered membership.

## **ROLES AND RESPONSIBILITIES**

### **Chair(s):**

- Provide direction and support to the council.
- Assist with recruitment of team members.
- Schedule meetings and develop agendas.
- Contribute knowledge as an equal team member.
- Monitor performance and initiate corrective action as necessary (key measures and outcomes, projects, etc.)
- Keep the sponsor and stakeholders informed of Patient & Family Centred Care (PFCC) progress
- Act as a liaison between project team(s), other committees, etc.

### **SHR Staff Support (or other staff duties if no support staff available):**

- Send out meeting agendas to council members in a timely manner.
- Record action items of all meetings which will be distributed to all members.
- Book meeting space and IT equipment.
- Submit attendance sheets to finance for honorarium payments.

### **Advisory Council Members:**

- Attend meetings regularly.
- Participate fully in the improvement process.
- Complete team assignments.
- Listen and hear from others.
- Ground us in what is important to patients and families that we serve

- Share ideas and information freely based on lived experiences
- Encourage others to participate.
- Be the voice of other renal patients who can't advocate for themselves
- Be open to working with other groups and bringing back that information to this group.
- Serve as an ambassador for Patient and Family Centred Care.

**GROUND RULES FOR WORKING TOGETHER**

- Willingness to come to the table and work together to make things better
- Listen to each other
- Care about each other
- Be respectful of one another
- Ensure everyone has a voice, and equal opportunity to speak (no one person should dominate the group). It is not us and them
- Have fun!

**DECISION MAKING**

- Consensus-based decision-making will be employed