

# Maternal Patient & Family Advisory Council

## Terms of Reference – January 2015

### PURPOSE

In fulfilling its mission, the Maternal Council, through collaboration with patients, families and staff, will work to enhance the patient experience by promoting best practices within the Maternal Services. Birth, unlike many other reasons for attending a hospital, is special and needs to be honored.

### PRINCIPLES

To be consistent with patient and family centred core concepts:

- **Respect and Dignity:** Healthcare providers 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 centered 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:

- Support the continuous improvement of services for patients within Maternal Health Services.
- Provide direction, recommendations and advocacy for improvements based on our collective experiences
- Strengthen communication among providers, patients and families.

## **MEETINGS**

- The council will meet once a month.
  - Meeting duration is anticipated to be 1.5 to 2 hours.
- Minutes will be taken at each meeting by a volunteer member of 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 Maternal Client & Family Advisory council will be chaired by the Director of Maternal Services. Ultimately, the goal is for the council to be led and directed by patient and family advisors, and SHR staff will be there to support the work of the council.

## **MEMBERSHIP**

- The council will have up to 14 members
- A ratio of 2:1 or 3:1 patient and family members to SHR staff/physicians will be sought.

- The 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, report progress and initiate corrective action as necessary (key measures and outcomes, projects, etc.)
- Keep the sponsor and stakeholders informed of CFCC progress
- Act as a liaison between project team(s), other committees, etc.

### **Team Members:**

- Attend meetings regularly and promptly
- Participate fully in the improvement process
- Complete team assignments
- Share ideas and information freely
- Encourage others to participate
- Apply innovative thinking
- Serve as an ambassador for Patient and Family Centred Care

## **PRINCIPLES FOR WORKING TOGETHER**

- Be respectful of one another.
- Ensure everyone has a voice, and equal opportunity to speak (no one person should dominate the group).
- Be aware of everyone's strengths and interests on the committee.
- Focus on a shared goal.
- Be open-minded and curious to new ideas.
- Be results focused and action-orientated.
- Acknowledge progress.
- Come prepared, on time and informed to meetings.
- Have fun.

## **DECISION MAKING**

- Consensus-based decision-making will be employed