

Surgical Services Patient & Family Advisory Council

Terms of Reference

Revised October 2014

Purpose

In fulfilling its mission, the advisory council will work with the SHR staff and physicians to cultivate respectful and welcoming partnerships between patients, families, leadership & staff within all aspects of surgical care provided by the Saskatoon Health Region.

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:** Healthcare 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.

Functions

The council will seek to

- Encourage collaboration between families and providers of patient care.
- Strengthen communication between patients, families, leadership and staff.
- Channel information and concerns from patients and families to organizational leadership.
- Offer effective solutions to patient-family concerns.
- Provide education and training that fosters an increased understanding of client and family-centred care values throughout the organization and community.
- Provide input for clinical programs to meet patient and family needs.
- Provide recommendations on operational issues that affect patient and families.

Meetings

- The council will meet every four to six weeks, preferably Thursday starting at 1:30 p.m. (with the exception of July and August).
 - Meeting duration is anticipated to be 1.5 to 2 hours.
- Minutes will be taken at each meeting by a Saskatoon Health Region representative and distributed to all members of the council.
- An honorarium will be provided to the patient and family members.

Reporting And Accountability

- The Surgical Services Client & Family Advisory council will be co-chaired by the Director of Surgical Services and patient/family member. 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 performance 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.

SHR Staff Support:

- Record minutes of all meetings which will be distributed to all members.
- **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

- Focus on processes, not people
- Have fun
- Allow everyone to have an opportunity to provide input
- Stay on task
- Have respect for one another
- Be honest about ability to commit to tasks
- Evaluate end results and efforts
- Listen to multiple perspectives (keep an open mind)
- Come prepared, on time, and informed to meetings
- Work as a team
- Have courage to call a time out if needed to regroup and come back with a fresh perspective
- Be productive

Decision Making

- Consensus-based decision-making will be employed