

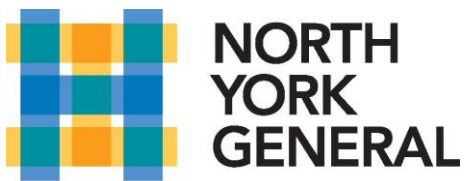
**PATIENT- AND FAMILY-CENTRED CARE
PATIENT AND FAMILY ADVISORY PLANNING COMMITTEE
TERMS OF REFERENCE**

Purpose

The Advisory Planning Committee serves in the capacity to plan quarterly Patient and Family Advisory Forums for Patient and Family Advisors (PFA), staff and partners in the community. The Advisory Planning Committee will work in partnership with North York General Hospital (NYGH) to ensure that the needs and priorities for Patient- and Family- Centred Care are considered and incorporated into matters that impact patients and their families. Patient and Family Advisory Forums create time for organized engagement sessions together with NYGH staff, physicians and patient and family partners, build knowledge and capacity in regards to hospital operations, share best practices with attendees and learn from other areas of demonstrated excellence.

Responsibilities

1. Serve as a partnership resource to NYGH staff and physicians in the facilitation of positive change for Patient- and Family-Centred Care.
2. Develop agendas through partnership with PFA Advisory Planning Committee and the PFCC Office.
3. Guide, organize, coordinate and plan Patient and Family Advisory Forum by working in partnership with the NYGH organization.
4. Promote communication and collaboration with NYGH staff, physicians and volunteers for the enhancement of high quality Patient- Centred care at NYGH.
5. Advise and share information on Patient- and Family-Centred Care practices as they relate to NYGH programs and services.
6. Provide support, input and feedback into education, policy and program development at the corporate, program/department or unit level.
7. Review and provide feedback on items referred to PFAs. This may include policies, procedures, and communication strategies.
8. Participate as partners in the planning and operation of specific programs.
9. Celebrate and share successes and milestones.
10. Provide a yearly briefing note outlining the activities of the Advisory Planning Committee and Patient and Family Advisory Forum.
11. In partnership with NYGH assist with the evaluation of Patient- and Family-Centred Care.
12. Create a Task Force, as appropriate and when required, to discuss projects requiring focused attention and provide recommendations
13. Advance patient engagement and Patient- Centred care principles and practices at NYGH.



Membership

A maximum of 6 PFAs and 5 staff members will participate on the Advisory Planning Committee. Members must attend a minimum of three meetings per year. Extenuating circumstances will be reviewed on an individual basis. Members who miss more than 3 meetings in a row without sending regrets will be approached by the co-chairs as to their continued involvement. New Advisory Planning Committee members will be chosen by the co-chairs, the Director of Patient Experience, Quality Improvement and the Patient- and Family-Centred Care, and the staff of the Patient- and Family-Centred Care Office. Call out to membership will be completed biannually or as required. Refer to Appendix A for historical list of Council members.

Term of Office

The term for each member will be two (2) years with the option for a one (1) year renewal. The one-year renewal will be decided by the Director's decision based on transparent criteria and in consultation with the co-chairs whether the term is extended.

NYGH Staff Membership

- Director, Patient Experience, Quality, and Patient- and Family- Centred Care
- Consultant, Patient- and Family-Centred Care Office
- Minimum of 3 staff representatives including a point of care and a support staff. (1 Year membership, including clinical and non-clinical)

Other NYGH staff may be invited to attend on a rotating basis and depending upon the topics for discussion.

Co-chair

Co-chairs will be appointed for a two-year term for a maximum of two, two year terms (four years total). The role of the Co-Chairs are to manage the meeting in a way that encourages open, honest and respectful dialogue among the members, to ensure that the purpose of the Patient and Family Advisory Forums are fulfilled through the Advisory Planning Committee meetings, to assist in the orientation and introduction of new members of PFAs, to collaborate with staff members to organize the agenda for each meeting and to represent the Patient and Family Advisors as required.

Qualifications for Co-chairs include:

- Actively involved and participating in subcommittees.
- Demonstrates an understanding of the roles and responsibilities of Patient and Family Centred Care
- Ability to work constructively with senior management, management and staff members of Patient and Family Advisors .

- Willing to be the outward face of the Patient and Family Advisors, for example communications skills and be available on short notice.

Quorum

To be 50% of the Council members plus one (1).

Decision Making

Consensus will be the preferred method. When necessary a simple majority of 50% +1 will be used.

Minutes

Minutes will be kept and distributed to the Advisory Planning Committee, and posted on the NYGH intranet Patient and Family Advisor webpage. Minutes will be documented by the Patient- and Family-Centred Care Office.

Frequency of Meetings

The Advisory Planning Committee will meet a minimum of 4 times per year and at the call of the co-chairs. Meetings will be held on a monthly basis. The meetings will commence every September and end in June, allowing for a break over the summer. During the summer months, Patient- and Family- Centred Care Consultant will work together with the co-chairs and office staff to document a work plan for the year. Every September the Terms of Reference along with the work plan will be reviewed and approved by the Advisory Planning Committee and Patient and Family Advisors. . Refer to Appendix B: Work Plan.

Reporting Relationship

Reports to the Director, Patient Experience and Quality, and Patient- and Family- Centred Care. Supported (on-boarding) by Volunteer Services.

Appendix A: Historical & Current Council Membership

2016 – 2017 Calendar Year (Sept – June):

Margo Twohig (2012) – Co-Chair
Pam Goldsilver (2012) – Co-Chair

- Arshag Tokmanian (2014)
- Barb Avard (2012)
- Don Boynton (2012)
- Gloria Kramer (2015)
- Janet Bowes (2015)
- Lawrie Kaplan (2015)
- Leela Prasaud (2015)
- Marilyn Wang (2015)
- Mary Trapani Hynes (2012)
- Steve O’Keefe (2015)

Staff:

- Jennifer Quaglietta (2016)
- Karyn Popovich (2012)
- Lesley Lander (2015)
- Helen Kelly (2015)

2018-2019 Calendar Year (Sept – June):

Margo Twohig (2012) – Co-Chair
Steve O’Keefe (2015) – Co-Chair

- Barb Avard (2012)
- Gloria Kramer (2015)
- Lawrie Kaplan (2015)
- Leela Prasaud (2015)
- Marilyn Wang (2015)
- Mary Trapani Hynes (2012)
- Pam Goldsilver (2012)
- Veronica Lok (2017)
- TBD
- TB

Staff:

- Jennifer Quaglietta (2016)
- Clara Ho (2017)
- Susan Woollard (2018)
- Lesley Lander (2015)
- Helen Kelly (2015)

2017-2018 Calendar Year (Sept – June):

Margo Twohig (2012) – Co-Chair
Steve O’Keefe (2015) – Co-Chair

- Arshag Tokmanian (2014)
- Barb Avard (2012)
- Don Boynton (2012)
- Gloria Kramer (2015)
- Janet Bowes (2015)
- Lawrie Kaplan (2015)
- Leela Prasaud (2015)
- Marilyn Wang (2015)
- Mary Trapani Hynes (2012)
- Pam Goldsilver (2012)
- Veronica Lok (2017)

Staff:

- Jennifer Quaglietta (2016)
- Clara Ho (2017)
- Karyn Popovich (2012)
- Sonia Grossi (2017)
- Lesley Lander (2015)
- Helen Kelly (2015)

2019-2020 Calendar Year (Sept – June):

Margo Twohig (2012) – Co-Chair
Steve O’Keefe (2015) – Co-Chair
Leela Prasaud (2015)
Marilyn Wang (2015)
Naomi Wong (2018)
Gloria Kramer (2015)

Staff:

- Jennifer Quaglietta (2016)
- Michelle Lorello (2019)
- Lesley Lander (2015)
- John Balcom (2019)
- Farida Roy (2019)

Appendix B: Work Plan FY 19/20

Proposed: Patient and Family Advisory Forum Agenda

Agenda Items	September 2019	November 2019	February 2020	May 2020
Senior Leadership Team Welcome		Karyn Popovich	Rudy Dahdal	
Program Engagement	2 Workshops: Effective Team Interactions and Communicating Unexpected Outcomes- Clinical Masterclass Workshop	Patient Navigator Research and Innovation	Strategy	Pharmacy
Capacity Building (Education)	Pat Mackey Awards	Advisor Connect	LGBTQ Community	
Gembas		1 st floor Renovated Areas	Corporate Communications and PR	
Guest Speakers	Keynote Speaker Jamil Jivani	OHA: Emily Myers	Holland Bloorview: Clara Ho	NYGH internal speaker