

**PORTER MEDICAL CENTER
CHARTER
PATIENT AND FAMILY ADVISORY COUNCIL**

The Patient and Family Advisory Council (PFAC) recognizes that patients and their families have valuable wisdom, experience, and perspective to contribute to Porter Medical Center's ongoing efforts to improve the delivery, quality, and safety of health care. Porter Medical Center is dedicated to working in active partnership with patients and families, institutional leaders, health care providers, and staff to implement the core principles of patient and family-centered care: Dignity and Respect, Information Sharing, Participation and Collaboration.

This Charter shall be effective and updated upon approval by the Director of Quality and Patient Safety.

General Purpose

PFAC serves in a voluntary advisory capacity to assist Porter Medical Center by promoting patient access, quality of service, overall safety, community engagement, and organization efficiency. In doing so, we achieve the highest level of patient experience while supporting Porter Hospital's Mission, Vision, and Values.

Specific duties and Responsibilities

The principle responsibilities of the Council are to:

1. Provide ongoing feedback as Porter Medical Center strives to improve patient safety, quality of care, patient experience, or patient service issues.
2. Assist Porter Hospital to continually improve the quality, safety, and efficiency of services it offers.
3. Strengthen communication and collaboration between patients, families and other caregivers, staff, and volunteers.
4. Promote information sharing between Porter Medical Center, patients, families, and other community members.
5. Promote Patient/Family Centered Care initiatives.
6. Commit to regularly attend monthly meetings of the PFAC.
7. Actively participate in PFAC projects, committees, or working groups while sharing responsibility for accomplishing their goals.

Reporting Relationship

All PFAC members report directly to The Patient Experience and Quality Improvement Coordinator, who shall report on behalf of the PFAC to Porter Medical Center's Quality and Safety Committee.

Council Membership

The Council shall be comprised of the following:

Chair: Patient Experience and Quality Improvement Coordinator.

Minimum of three patients or family members.

Minimum of three Porter Hospital associates or representatives; and

Ad hoc/guest members as needed/appropriate.

All prospective members of the PFAC will complete a written application, an in-person interview with the Patient Experience Coordinator, and all required forms, as well as appropriate training for all volunteers.

Council Process

1. The PFAC will meet monthly. Special meetings may be called when deemed necessary.
2. Meetings are held on Porter Medical Center Campus
3. The Council Chair shall create the meeting agenda. Agenda and meeting materials are distributed electronically to members at least two days in advance of scheduled meetings. Council members may request that items be considered for the agenda by contacting the Council Chair.
4. Members should confirm attendance prior to meetings.
5. The Council Chair will preside at the meeting. In his/her absence, the Chair will appoint an Acting Chair.
6. Using electronic communications, the Chair has the right to cancel a meeting when necessary, giving a six hour notice when possible.