

**CHARTER:
Patient Family Advisory Council (PFAC)
The Randolph B. Capone Cleft Lip and Palate Program**

Title:	Patient Family Advisory Council (PFAC)
Scope:	The Randolph B. Capone Cleft Lip and Palate Program
Vision Statement:	Patient Family Advisors, representing the collective voice of all patients and families, will collaborate with The Randolph B. Capone Cleft Lip and Palate Program to achieve its goal of providing the highest quality of care to every patient, every time. This partnership seeks to better understand the patient and family experience to prioritize and improve comprehensive and compassionate patient- and family-centered healthcare.
Purpose:	<p>To assure alignment and integration of patient- and family-centered care, the PFAC will serve as a formal mechanism for involving patients and families in The Randolph B. Capone Cleft Lip and Palate Program policy and program decision-making. Examples of PFAC involvement includes, but is not limited to:</p> <ul style="list-style-type: none"> • Provide guidance to define the ideal patient experience and ensure its implementation by the Cleft Program • Collaborate on projects by serving as a resource, including participation in teams and/or recruitment of other Patient Family Advisors (PFAs) to serve on time-limited, project-focused efforts. • Support the growth and development of the Cleft Program and community. Evaluate the needs of the clinic patient population to ensure patients are receiving the best care and welcomed as valued members of the community • Plan patient family events.

- Council Co-Chairs:** One staff member and one PFA to serve as Co-Chairs, with staff support, to ensure responsibility for:
- Seeking, reviewing, and interviewing for PFA members.
 - Setting and prioritizing agendas.
 - Convening and facilitating meetings.
 - Working effectively with all stakeholders in pursuit of the Council’s vision that supports patient- and family- centered care.
 - Participating in leadership training, coaching, and mentoring as needed.
 - PFA Co-Chair term is 1 year.

<p>Council Membership</p>	<ul style="list-style-type: none"> • Membership totaling 10-12 members (ideally), including one staff member • Additional invited guests per area of expertise as dictated by monthly agenda items. <p>Any parent/guardian/caretaker who has had a child in The Randolph B. Capone Cleft Lip and Palate Program or is/was an adult patient in the Cleft Program is eligible. Members do not need any specific experience or background to serve as a leader, but they should have the following qualities:</p> <ul style="list-style-type: none"> • Able to communicate and work with families and staff whose backgrounds, experiences and styles may be very different from their own. • A positive approach and ability to share and see many different points of view. • Good listening skills. • Enthusiastic about excellence in patient care and safety. • Ability to share both positive and negative experiences in a constructive way.
<p>Meeting Frequency:</p>	<ul style="list-style-type: none"> • Full Council will convene four times per year from 6:00 p.m.-7:30 p.m. on the 4th Tuesday (January, May, September, November). Meeting dates and times subject to shift if needed by the PFAC members. • Meetings will be hybrid and members may attend in person or virtually. • Between full Council meetings, there may be conference calls, ad hoc meetings, and small group work scheduled as needed to complete ongoing work. • The full-time commitment per month is expected to be approximately 1 hour for standing meetings, preparation, and correspondence.
<p>Council Members' Responsibilities:</p>	<ul style="list-style-type: none"> • Each PFAC member is responsible for actively participating to achieve the Council's purpose. • PFA will be required to complete volunteer services orientation and yearly competencies. • Share personal experiences, stories, observations and opinions as a patient or family member. Additionally, reach out broadly and listen to other patients, families, staff and community members as opportunities arise. • Work effectively with other patients and families in identifying, promoting and ensuring a focus on creating the ideal patient experience. • Review materials provided prior to each meeting and be prepared to provide input during the meeting.

	<ul style="list-style-type: none"> • Members of the Council help guide the quarterly meetings and keep Council projects and events on task. They also volunteer as a family liaison to offer support to current families with similar medical situations • Opportunities to work on subcommittees, speak at various functions, and volunteer in the clinic. • Each member is expected to attend all meetings or notify the Council Co-Chairs if unable to attend. • Council members will be allowed two absences a year and if more than two, member would agree to terminate membership.
Term:	<ul style="list-style-type: none"> • A one-year commitment is requested; with the option to renew every year if desired. • PFAC co-chair term is 1 year.
Effectiveness Goals:	<ul style="list-style-type: none"> • TBD by the PFAC. • Council will be evaluated annually.
Review Charter:	<ul style="list-style-type: none"> • Annually by PFAC.