

<b>Committee Name</b>	<b>GBMC Health Partners Patient Family Advisory Council</b>
<b>Charter Annual Review Date:</b>	<b>9/16/22</b>
<b>Executive Sponsor:</b>	<b>Vice President and Chief Operating Officer of GBMC Health Partners</b>
<b>Committee Chair</b>	<b>GBMC Health Partners Patient Experience Coordinator</b>
<b>Subcommittee Co-Chairs</b>	<b>If needed</b>

**Committee Purpose**

The GBMC Health Partners Patient Family Advisory Council PFAC will have an active role in improving the patient and family care experience by identifying opportunities and providing feedback and perspectives on the care received in respective practices. The HP PFAC plays an important role in advocating patient-and-family-centered-care, ensuring the patients’ needs and values are the central focus. HP PFAC will provide direction and advise on potential programs and services centered around the patient.

**Committee Goals and Tasks**

1. Oversee and analyze the Patient Experience Scores in all CG CAHPS domains and provide input for measures of improvement strategies.
2. Provide oversight to subcommittees to ensure goals and objectives are met. A subcommittee is a group that has a defined purpose, will meet for an indefinite period, and will report back to the HP PFAC.
3. Assign task forces as necessary to address multi-departmental or system wide improvement initiatives. Provides oversight, define scope of work, timeline for completion and measures for success. A task force will dissolve at the completion of the work.
4. Promote a culture of safety, quality, and improvement throughout GBMC Health Partners.
5. Serve as a change champion to implement practice-level interventions.
6. Recommend new/revised policies, as it impacts Patient Experience.
7. Ensure each subcommittee has a charter that is reviewed at least annually.

**Mission Statement:** The GBMC Health Partners Patient Family Advisory Council (herein referred to as HP PFAC) strengthens collaboration between patients, family members, and their health care team. The HP PFAC provides feedback, perspective, advice, and standardization on the patient experience within GBMC Health Partners.

**Vision Statement:** The GBMC HP PFAC enhances the practice's ability to deliver the highest standard of safe, comprehensive, and compassionate health care directly through the voice of the patient.

Facilitators	Responsibility	Voting Member: Yes/No
<b>Executive Sponsor</b>	Supports the team efforts and facilitates organizational processes for success	Yes
<b>Committee Chairs</b>	Leads, facilitates, and coordinates the committee. Coordinates the collection, analysis, and development of performance improvement action plans. Observes, initiates, develops, and communicates necessary process improvements to leadership.	Yes
<b>Members (Mention specific roles)</b>	<b>Responsibility</b> (Provide input related to decisions, operations, processes, and procedures. Participate with meetings and complete assignments to move the team toward goal achievement.)	
<p>GBMC Health Partners Patient Experience Coordinator</p> <p>GBMC Health Partners Patients and Volunteers from Primary Care and Specialty Practices</p> <p>GBMC Health Partners Quality and Safety Director</p> <p>GBMC Health Partners non-clinical educators</p> <p>GBMC Health Partners Practice Managers from Primary Care and Specialty Practices</p> <p>GBMC Health Partners Practice Managers from Primary Care and Specialty Practices</p> <p>GBMC Health Partners Practice Administrators from Primary Care and Specialty Practices</p>	<ul style="list-style-type: none"> <li>• All members will demonstrate a commitment to patient experience and engagement through improvement strategies and feedback.</li> <li>• Actively participate both in and out of meetings to achieve the purpose</li> <li>• Be willing to serve on the PFAC for 1 year or longer</li> <li>• Meet at regular intervals</li> <li>• Work as a team</li> <li>• Share experiences and provide insight</li> <li>• Provide honest feedback</li> <li>• Respect the perspective of others</li> <li>• Work on subcommittees and workgroups (sometimes outside of the quarterly meetings)</li> <li>• Maintain confidential handling of personal information (no discussion of patient or family member personal information)</li> <li>• Facilitate change to support the achievement and continued improvement of patient and family centered care</li> <li>• Review and provide feedback on draft documents</li> </ul>	Yes

## FY23

**Meeting:**

**How Often:** This council will meet quarterly at least three times per year and special meetings may be called when necessary.

**Quorum Requirement:** 50%

**Reporting:**

**To Whom:** The Patient Family Advisory Committee will report quarterly to the GBMC Health Partners Patient Experience Committee and annually to the GBMC Health Partners Quality Council.

**What:** Presentation of GBMC Health Partners Patient Experience feedback and applied process improvement strategies. Other data upon request.

**References: If available**