

**CHARTER:
Patient Family Advisory Council, GBMC HealthCare, Inc.**

Title:	Patient Family Advisory Council (PFAC)
Scope:	GBMC HealthCare, Inc. to include GBMC, GBMA, GBHA, and Gilchrist Services
Date Chartered:	
Vision Statement:	Patient Family Advisors, representing the collective voice of all patients and families, will collaborate with the GBMC HealthCare system 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 in an effort 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 GBMC HealthCare 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 across the GBMC HealthCare system. • Collaborate with quality and safety projects as appropriate, including participation in teams and/or recruitment of other Patient Family Advisors (PFAs) to serve on time-limited, project-focused efforts.
Council Co-Chairs:	<p>One staff member and one PFA to serve as Co-Chairs, with staff support, to ensure responsibility for:</p> <ul style="list-style-type: none"> • 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.
Council Membership	<ul style="list-style-type: none"> • Membership totaling 10-12 members, with the goal of having at least one staff member and two PFAs from each of the following areas: <ul style="list-style-type: none"> ▪ Greater Baltimore Medical Center

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	<ul style="list-style-type: none"> ▪ Greater Baltimore Medical Associates ▪ Greater Baltimore Health Alliance ▪ Gilchrist Services ▪ Additional invited guests per area of expertise as dictated by monthly agenda items
Meeting Frequency:	<ul style="list-style-type: none"> • Full Council will convene in person six times per year from 6:00 p.m.-7:30 p.m. Meetings will not be held in December and July. • 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 3-4 hours- for standing meetings, preparation, and correspondence.
Council Members' Responsibilities:	<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. • Each member is expected to attend all meetings or notify the Administrative Assistant 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"> • Council members will be appointed for a two year term.
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.

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