



## Logan Health PFAC

### Logan Health Patient and Family Advisory Council (PFAC) Bylaws

Revised: 07/18/2022

#### **Article 1. Overview:**

The Logan Health Patient and Family Advisory Council (PFAC) will provide a formal communication vehicle for patients and families to take an active role in improving the patient experience at Logan Health. The council and all subsidiary councils will focus on discovering what programs and practices represent the most successful patient and family experience within Logan Health and will help replicate and share those best practices across the care network community.

#### **Article 2. Mission Statement:**

Guided by the vision, mission, and values of Logan Health, the PFAC is dedicated to ensuring that our patients and families have a safe, quality, compassionate and positive healthcare experience.

#### **Article 3. Goals:**

- **Section 1. Advise:** Work in an advisory role, consultative, and focused group arrangement to enhance patient-family centered care initiatives at Logan Health
- **Section 2. Support:** Support staff and Logan Health leadership in their patient-family centered activities and initiatives. Acting as a sounding board for implementation of new programs and existing programs across Logan Health.
- **Section 3. Participate:** Provide patient and family member representation to committees and work groups including, but not limited to, patient safety, quality improvement, facility designs, service excellence, ethics, and education.
- **Section 4. Identify:** Identify existing best practices in patient-family centered care and explore ways to share and replicate those across the organization to support strategies developed by Logan Health leadership.
- **Section 5. Represent:** Represent patient and family perspectives about the healthcare experience at Logan Health and make recommendations for improvement. Represent the organization in the community as a member of the Logan Health family.
- **Section 6. Educate:** Collaborate with Logan Health staff to facilitate patient and family access to information. Influence and participate in Logan Health staff orientation, patient and family education, and discharge/transition planning. Educate members of the community on Logan Health initiatives to dissolve inaccurate information about Logan.



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- **Section 7. Evaluate:** Evaluate the role of the PFAC in improving outcomes for patients and families, and how they are continually contributing to the overall organizational goals.

### **Article 4. Structure and Membership:**

The PFAC will consist of approximately six to ten members representing the diversity of the Logan Health communities. In addition, up to six ad hoc staff members may also serve on the PFAC. The overall structure of the council may change over time.

### **Article 5. Nomination and Application Process:**

Recruitment of PFAC members is initiated by referral from all disciplines including Logan Health staff, board members, licensed professional staff, and current PFAC members. Recruitment is also initiated when potential members submit an application located on the Logan Health public website.

- **Section 1. Membership Criteria:** Members are selected based upon the following criteria:
  - Recent (within 1 year) experience as a patient or family member at Logan Health
  - Ability to represent patient care experience
  - Willingness to work collaboratively and in an advisory role
  - Good listening skills
  - Ability to interact well with differing groups of people and differing opinions
  - Be able to respect others' perspectives
  - Positive, constructive attitude
  - Be able to keep personal information confidential
  - You can share both positive and negative experiences in a constructive manner
  - Be positive and supportive of the council's mission
  - You want to help make the hospital experience better
  - Ability to participate in a consistent and agreed-upon schedule of meeting of potential subcommittee efforts
  - Commitment to serve for a two-year term with potential to renew or step down at the end of the term
- **Section 2. Membership Selection:** Application forms are sent to prospective members who are interviewed. Applications are also available on the Logan Health public website and can be submitted to the Patient Experience office for consideration. Once selected, the applicant receives an acknowledgement letter from staff of the PFAC and a confirmation communication is sent to the referring individual.



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- **Section 3. Terms of Appointment:**
  - Council members are granted two-year terms
  - Council members may request to be re-appointed
  - Resignation will be submitted in writing or via email to the Logan Health PFAC, ideally with a 30 days' notice of upcoming departure
  - Vacancies may be filled during the year as needed
  - Council members may be removed from their positions due to their inability to participate or attend as needed or comply with the membership criteria

### **Article 6. Roles and Responsibilities**

- **Section 1. Roles and Responsibilities for Patient/Family Members:**
  - Encourage greater understanding of the healthcare experience through the eyes of the patient and family
  - Actively participate in establishing a strong partnership between Logan Health and staff, patients and families
  - Honestly share perceptions and expectations concerning health care at inpatient and outpatient areas
  - Evaluate practices, programs and services and provide recommendations that respond to the unique needs of the patient and family based on patient-family centered care principles
  - Channel needs, concerns and recommendations to the Logan Health leadership team for review and direction
  - Contribute to the education of present and future healthcare providers
  - Provide a vital link between Logan Health and the community
  - Maintain confidentiality at the council meetings and outside the meetings
  - Respect the collaborative process and the council as the forum to discuss issues
  - Give input based on your own experience but be able to step out of your individual perspective.
  - Collaboratively work on projects identified by the council that will improve patient-family centered care at Logan Health
  - Participate on other Logan Health committees and work groups as appropriate
  - Attend all PFAC meetings or notify a staff member in advance if unable to attend
  - You are a voting member and can be counted to meet a quorum
    - Quorum is defined as 51% of the voting membership; email voting is not permitted but voting via virtual attendance may be permitted by the Chair
    - Amendments may be voted upon annually at the beginning of every calendar year.
- **Section 2. Roles and Responsibilities for Staff/Employee Members:**
  - Attend each PFAC meeting, or send someone on your behalf
  - Prepare meeting agendas
  - Identify, invite, vet and orient potential PFAC members



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- Facilitate discussions and engage all members
  - Provide a report back to the PFAC of progress on ongoing projects and any hospital changes of interest to the group
  - Assist with operations behind the scenes to facilitate meetings and PFAC efforts
  - Minimize potential barriers to achieving established goals
  - Be an advocate for the utilization of PFAC efforts and members
  - You are a non-voting member and cannot be counted to meet a quorum
- **Section 3. Roles and Responsibilities of Chair/Co-Chair:**
    - Attend each PFAC meeting, or arrange someone to lead on your behalf with advanced notice of absence
    - Communicate activities of the PFAC to Logan Health leadership
    - Facilitate all meetings
    - Communicate with PFAC members outside of meetings
    - Co-chair will support duties of chair in his/her absence
    - Co-chair may be a non-voting member or staff member if requested by PFAC voting members
  - **Section 4. Scribe/Recorder:**
    - Attends each PFAC meeting, or send someone on your behalf
    - Prepare meeting minutes from previous meeting
    - Keep minutes for all meetings
    - Communicates reminders to all group members

### **Article 7. Orientation and Training**

All selected patient and family applicants will receive volunteer orientation and training on applicable hospital regulatory and privacy issues.

### **Article 8. Confidentiality**

PFAC members must not discuss any personal or confidential information revealed during a council meeting outside of those sessions. Council members must adhere to all applicable HIPAA standards and guidelines. If a member violates these guidelines, a staff member will remind them of the guidelines and they will be given a first and final warning. Repeated violations will result in re-evaluation and removal of PFAC membership status.

### **Article 9. PFAC Meetings**

Meetings will be held monthly on a day and time that best meets the schedules of members. Each meeting will be 1.5-2 hours in length.



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- **Section 1. Agenda:** Meeting agenda will be set by the designated staff/employee member and distributed to the membership prior to each session.
- **Section 2. Meeting Minutes:** The designated staff/employee will distribute the minutes in a timely manner to all PFAC staff and patient/family members. Council minutes will be retained for a minimum of five years.
- **Section 3. Attendance:** It is expected that the members of the council will make every attempt to attend every session during their term. Participation will provide the most effective meeting and make the most impact on the patient experience at Logan Health. Attempts can be made to accommodate virtual meetings if necessary. If a member is not able to make one or more sessions, notification to a staff member as soon as possible is expected in order to make any needed adjustments prior to the group meeting.
- **Section 4. Inclement Weather:** Business meetings will be canceled or moved to a digital meeting solution if travel conditions become unsafe.

### **Article 10. Termination**

The chair and co-chair of the PFAC reserve the right to dismiss any member who is not compliant with the bylaws and guidelines of the PFAC.