

Eastern Health
Dr. L.A. Miller Centre

(Regional Adult Rehabilitation, Geriatrics and Palliative Care Program)

TERMS OF REFERENCE

Patient and Family Advisory Council (PFAC) for the Dr. L.A. Miller Centre

The Dr. L.A. Miller Centre is the provincial Adult Rehabilitation site, with services under the umbrella of the Regional Adult Rehabilitation, Geriatrics and Palliative Care Program. This PFAC is to support the division of Adult Rehabilitation; Geriatrics and Palliative Care are supported through a separate advisory process.

We are committed to engaging with people of the province to establish priorities and to ensure that program decisions are informed by the input of the people and families that use the service.

Background

Eastern Health values the perspective of patients and families. The organizational vision of *Healthy People, Healthy Communities* will only be achieved by working with the patients and families whom we serve. Patients and families play an important role at the Dr. L.A. Miller Centre as we work together to help people live their best possible life. The establishment of the Dr. L.A. Miller Centre PFAC will identify potential opportunities for patients and families to participate in improving their experience. This PFAC will include individuals (former patients and family caregivers), front line health care professionals and program leaders. Orientation will be provided to members through a coordinated approach outlined by Client and Family Centered Care Steering Committee of Eastern Health.

Purpose

The purpose of the Dr. L.A. Miller Centre PFAC is to create a forum where patients and family members from across the province can provide insight, advice and support on a person-centered approach to the care experience.

Values

Eastern Health's organizational values are key principles that guide the work and relationships within the Dr. L.A. Miller Centre PFAC.

The values of Client and Family Centered Care at Eastern Health include the following:

- **Dignity and Respect:** We listen to and honor the client and family views and choices. The client knowledge, values, beliefs and cultural backgrounds are respected and considered in everything we do.
- **Information Sharing:** We share complete unbiased information with clients and families to help them participate in their care.
- **Partnership and Participation:** Clients and families are encouraged and supported to participate in their care and in decision-making.
- **Collaboration:** Clients and families work together with health-care team members in planning and in making decisions for their health care.

Scope

The scope of the PFAC is to share ideas based on patient and family member experiences to:

- Provide input and feedback on initiatives to ensure that they are patient and family centered in design, delivery, and operation.

- Develop regional and provincial linkages to enhance rehabilitation and geriatrics care.
- Provide input into ways and means to enhance the rehabilitation and geriatrics experiences including diagnosis, treatment interventions and building capacity in our communities.

Accountabilities of Membership

All members of the PFAC will:

- Be committed to building a partnership of advisors and staff working together to understand the needs of the patients and families they represent.
- Collaborate on agenda items and priority areas of PFAC work.
- Uphold the values of Eastern Health in conducting the business of PFAC.
- Respect and understand the difference between advisory and advocacy roles and the Council's duty to represent the collective voice of all patients and families.
- Respect the confidentiality of the information and material presented and discussed.
- Regularly attend, prepare for (review minutes and reports) and participate in Council meetings
- Participate in various projects (focus groups, interviews, process improvement initiatives) as required.
- Participate in periodic evaluations of the patient and family engagement process to assist in ongoing improvements of the work of the council.

Membership

The Dr. L.A. Miller Centre PFAC includes:

- Ten (10) Patients/families/caregivers that will be comprised of individuals representing those who have experienced services at the Dr. L.A. Miller Centre from around the province.
- A diverse representation, including considerations such as diagnosis, treatment needs, demographics (age, gender) and background (cultural and spiritual beliefs), to be reflective of the patients and family using the services.
- Eastern Health staff membership will be six (6) in total: this will include three (3) frontline staff from the Dr. L.A. Miller Centre, the Program Director and Clinical Chief (physician) and a Division Manager as a representative of the operational management group.
- Any gaps in committee membership can be addressed by inviting Ad hoc members to attend PFAC meeting(s).
- Co-chairs will be the Program Director and a Patient and Family Advisor.

Membership Terms

The membership term is up to a two year-commitment and are reviewed annually by the co-chairs. Additionally,

- Members may withdraw at any time through written or verbal notice;
- Consideration to maintain geographical representation and a balance of new and experienced members;
- A rolling membership model is used with an option of a two-year renewal;

Members will be required to attend 50% of meetings to maintain membership on the Advisory Council.

Meetings Schedule

Quarterly or at the call of the co-chairs:

September 2020

November 2020

January 2021

March 2021

6-8pm at the Dr. L.A. Miller Center or by Teams (electronic platform)