

Edward Patient Advisory Committee Charter

Purpose

Traditionally healthcare staff/administrators assumed that they understood the needs and preferences of their customers, namely the patient and their family members. The Edward Patient Advisory Committee provides a formal mechanism for integrating the voices of the patient and family into the healthcare operations. Staff will be able to get the patient and family's perspective when designing or evaluating processes, services, environment, equipment or patient communication.

Scope

The Committee is authorized to provide recommendations. There are no limits to the types of projects in which the Patient Advisory Committee or individual Patient Advisory members may be involved. LOH has developed its own Patient Advisory Committee.

Benefits and Success Factors

Success will be measured by tracking the changes that are adopted as a result of Patient Advisory Committee recommendations.

Responsibilities

The Patient Advisory Committee provides a means for an active partnership with Edward staff. The members are responsible for reviewing and providing recommendations on proposed processes, services or communication that directly affect the way in which patients receive care.

Potential areas for input include:

Process

- Patient access / scheduling
- Improving the patient experience

Patient Services / Safety

- Food service / menu
- Outreach needs
- Proposed services
- Family activated rapid response team

Patient Communications

- Way finding
- Patient and family education
- Welcome video
- Patient Portal
- Advance Directives
- Community education
- Marketing material

Environment

- Facilities / general design concepts
- Equipment / furniture selection

Staff orientation, selection, and education

Membership

The Patient Advisory Committee will consist of a pool of a maximum of 12 volunteer patients or patient family members who have received Edward services and have a passion for Edward excellence. The membership will be diverse to reflect the patient population served by Edward.

Administrative members of the Patient Advisory Committee will include the Patient Advocate, Vice President & Chief Nursing Officer, Vice President, Marketing & Government Relations, and representatives from Planning, Operations, LOH, and Risk Management.

In order to keep the perspective of the Patient Advisory Committee fresh and patient oriented, the maximum term of a patient/family committee member is 2 years. The Chairman position is a 3 year term, with the first year sitting as a member, followed by a 2 year term as the Chairman. Termed Patient Advisory Committee members may serve on another committee.

Member Selection

Potential members can be suggested by board members, physicians, staff or volunteers, or may be recruited through community resources. Potential candidates will be asked to fill out an application form. The Patient Advocate will do an initial telephone screening of the candidate, followed by an interview by the Patient Advisory Committee chairman. Appropriate candidates will be invited to observe a Patient Advisory Committee meeting. If there is mutual interest, the candidate will be invited to be a Committee member.

If the committee member is later determined not to be a good fit for the Committee, the Committee Chairman or Patient Advocate will ask the member to step down.

Meetings

The Patient Advisory Committee meets approximately 8 times per year for up to 2 hours. Patient Advisory Committee members are asked to participate in the majority of meetings per year. Missing 3 meetings could result in dismissal.

Committee members may commit additional time by serving on other hospital-based committees or task forces.

Meetings are facilitated by a community member chairperson. Committee support is provided by the Patient Advocate and Risk Management administrative assistant.

The Committee meets to address issues referred from staff. Requested agenda topics are forwarded to the Patient Advocate.

Other Patient Advisor Roles

The Patient Advocate maintains a database of willing Patient Advisor volunteers who may be used on an as needed basis. These Patient Advisors do not necessarily need to be members of the Patient Advisory Committee.

Staff that needs an ad hoc Patient Advisor to participate on a focus group or task force can independently recruit/orient volunteers from the population that they serve. Screening of these Patient Advisors by the Patient Advocate is optional. Staff can also contact the Patient Advocate for potential Patient Advisor names from the database.

Reporting

The Edward Patient Advisory Committee provides their opinions to the body (committee, task force, etc.) requesting their input.

If the Patient Advisory Committee has an unsolicited concern, the issue is referred to the appropriate VP for consideration.

A summary of Patient Advisory Committee opinions/activities is submitted to Edward Senior Administration and the Quality Committee of the Board annually.

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Approval: Sr. Staff 3/4/08
Revised 11/15/11
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