# NSPH Critical Care Complex Patient & Family Experience Focus Group: Terms of Reference (ToR)

**Outline of Governance Structure:**



Purpose:

* Identify issues and gaps at all stages across the care journey within Critical Care
* Provide suggestion on how to improve the patient and families’ Critical Care experience

**Deliverables:**

* Review proposed care models and organizational strategy for Critical Care
* Share perspectives on any issues, gaps, positives from experiences with Critical Care
* Propose recommendations for Steering Committee review

**Documentation:**

* Documentation of the agenda, invitees, attendees and key actions and decisions will be recorded.
* The NSPH Clinical Decision log and NSPH Project Issue and Risk Logs will be maintained through the business of this group. All documentation will be maintained as official project documentation.
* Actions will be circulated 3 business days after the meeting
* These terms of reference shall be reviewed bi-annually from the date approved by the members and when project phases shift.
* Terms of Reference may require adjustment to meet changing needs of the project. Changes will be drafted for recommendation by a majority of the membership.

**Decision Making:**

* All members are voting members unless otherwise noted.
* Members are expected to familiarize themselves with agenda items that require decisions.
* Members are encouraged to resolve issues and make decisions. Many decisions will require compromise and committee members will make best efforts to reach a consensus on key decisions. Decision-making will be done via a majority vote with a quorum of 50% plus 1 member present. All recommendations will be taken for approvals and endorsements to the Steering Committee.
* Issues that the group cannot resolve will be escalated for decision-making to the Steering Committee.
* The Steering Committee will review and ratify all material decisions and recommendations of this group.
* All decisions will be recorded in the decision log.

Member Responsibilities

All members of the group are responsible to:

* Create a safe environment for issues to be raised and constructive discussions to occur. Actively participating in meetings, expressing personal perspectives is essential to support timely issue resolution and progress.
* Execute all action items recorded in Meeting Minutes and Action Log within assigned timelines.

**Meeting Schedule:**

* The group will meet: Option 1: *Monthly*, Option 2: *Every other month.*
* Meetings will be scheduled to be 1.0-1.5 hours. A detailed review of all materials prior to the meeting is a requirement for all parties. The meetings will focus on the identification and communication key issues and gaps seen in patient and family care within the Critical care areas.
* Decisions/recommendations will be made based on the materials provided or available at the meeting.
* The meeting schedule is subject to review on an annual basis or as determined by majority vote of the members.

**Chair:**

* The NSPH Clinical Project Manager will chair the meetings
* The role of the chair is to facilitate meetings, ensure all actions are completed and record minutes.

Approval

* These Terms of Reference were approved on XXX
* They will next be reviewed on XXX

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| Version Issued On: | Version 3  September 2022 |
| Proposed By: | Tanya Campbell and Meghan Mullaly |
| Approved By: |  |
| Next Review: |  |