## Committee Name: SOGH Patient Advisory Council

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| Background | South Okanagan General Hospital (SOGH) embraces the need for patient, family and community centered care and recognizes the need of support systems which allow us to enhance the delivery of health care services around the needs of our patients, families and of our communities. |
| Purpose | The purpose of the Patient and Family Advisory Council (referred to as “the PAC”) is to form collaborative partnerships between patients, families and communities and the SOGH leadership team to improve quality of care and the patient experience. The PAC acts in an advisory capacity to ensure the patient, family voice within our communities is integrated in the planning, delivery and evaluation of services at SOGH. |
| Responsibilities | It is expected that the PAC:   1. Act as partners with the SOGH leadership in the planning, design and evaluation of health services within the facility 2. Provides feedback and advice on items referred to the PAC, including policies, procedures, care practices, materials and communication strategies. 3. Responds to requests to partner on PACs, project teams, task forces, and working groups related to enhancing the patient experience. 4. Provides input and feedback into education, policy, and program development relevant to the PAC at the corporate, program/department or unit level. 5. Provide committee minutes/report as needed to the Executive Director, Clinical Operations, SOK outlining the PAC’s work. 6. Accepts queries from all staff on issues which impact patient care. 7. Conduct informal annual self-evaluation. |
| South Okanagan Hospital Staff Membership | Shall include:   * Clinical Operations Director, PRH/SOGH * Clinical Operations Manager, SOGH * Administrative Assistant * Executive Clinical Operations Director, SOK (ad hoc) * Chief of Staff (ad hoc) * Ad Hoc Presenters   Additional SOGH staff may be invited to attend a meeting by invitation when required, typically for the duration of a project that is the focus of the PAC. |
| Terms of Office | The term length is two years. Members may withdraw from membership at any time through verbal communication and written communication to the Chair and liaison staff. An exit interview may be completed upon departure if requested.  Any PAC member who is absent for more than two consecutive meetings shall be contacted by the Chair to determine his/her ability to continue serving on the PAC.  Members may request a temporary leave of absence without removing themselves from the PAC permanently, at the discretion of the Chair and liaison staff. |
| Reporting Relationship & Accountability | The PAC reports to the Executive Director, Clinical Operations for the South Okanagan via the PAC Chair. |
| Membership | The PAC is comprised of community members and/or caregivers who are served by SOGH.  Recruitment of new membership shall be via the Patient Voices Network. Additional candidates may be identified through informal channels. |
| Quorum | 50% of PAC members shall constitute a quorum for meetings to take place. The decision making method to be used will be by consensus whenever possible. |
| Meetings | The committee will meet for 45 minutes with the option for virtual or in-person participation.   * Quarterly * Ad Hoc. |
| Expenses | SOGH will cover expenses for participation for PAC members as they relate to activities such as orientation, training etc., subject to pre-approval by the Executive Clinical Operations Director, SOK. |
| Confidentiality/Security | New PAC members must agree to sign a confidentiality agreement that is mutually agreed upon by both the PAC and SOGH administration. |
| Date Approved | January 24, 2024 |
| Review Date | January 24, 2025 |