

# Nor-Lea Hospital District Patient and Family Advisory Council Policy

## ARTICLE I

### Section 1: Name.

**Vision Statement:** Enhance Lives

### Section 2: Purpose.

To deliver an exceptional patient experience using collaboration between patients, their family members, providers, and-Nor Lea District employees.

## ARTICLE II

### Section 1: Goals and Objectives.

- a. To provide an opportunity for Nor-Lea Hospital District staff and providers to hear patient and family experiences from their perspectives.
- b. To integrate the expectations of patients and their families into care provided at Nor-Lea facilities.
- c. To establish a meaningful link between Nor-Lea Hospital District and the surrounding communities.
- d. To promote respectful, effective collaboration between patients, families and Nor-Lea Hospital District staff members and physicians.
- e. To increase efficiency in the patient care process.
- f. To offer a forum for developing creative, cost-effective solutions to problems and challenges faced by the Nor-Lea Hospital District.
- g. To improve patient and family satisfaction with the health care experience.
- h. To increase job satisfaction for Nor-Lea Hospital District staff members and physicians

## ARTICLE III

### Section 1: Structure

The Nor-Lea Hospital District Patient and Family Advisory Council will consist of:

- a. patient and/or family members,
- b. Chief Executive Officer,
- c. Chief Nursing Officer,
- d. Board of Trustees member.
- e. Physician,
- f. Director of Quality,
- g. Liaison

h. Adhoc members as needed.

Additionally, other people may be invited to meetings dependent upon agenda items. These persons may include patients and family members, as well as Nor-Lea Hospital District staff members, leaders, and physicians. Patient and family members will be selected for membership to the Nor-Lea Hospital District Patient and Family Advisory Council through a process of referral from Nor-Lea Hospital District Administration and recruitment from the surrounding community.

## **Section 2: Membership Qualifications.**

Members must have been a patient or family member of a patient who utilized services at Nor-Lea Hospital District within the last two years upon the beginning of the member's term on the Patient and Family Advisory Council or be a staff member of Nor-Lea Hospital District.

## **Section 3: Member Roles and Responsibilities.**

- a. Members are encouraged to serve a three-year term.
- b. Members are encouraged to attend at least three out of four quarterly meetings held per year.
- c. Members are encouraged to participate in a Patient and Family Advisory Council Orientation.
- d. Members are encouraged to share insight and information about experiences in a manner benefiting a learning environment.
- e. Members are encouraged to offer feedback in a constructive and professional manner.
- f. Members are encouraged to listen and respect the perspective of others
- g. Members should interact well with all individuals regardless of race, color, national origin, religion, sex, sexual orientation, gender identity, socioeconomic status, or disability.
- h. Members should work to solicit and identify patient and family needs/concerns, and should work easily in partnership with other council members to address issues identified.
- i. Solutions and/or recommendations should be provided in a timely manner.
- j. Members should support the expansion of patient and family-centered care.
- k. Members should have a commitment to quality care within Nor-Lea Hospital District.
- l. Members should respect the confidentiality of patient information.
- m. Members must sign a Confidentiality Agreement (see Attachment "A").

## **Section 4: Orientation of New Members.**

- a. All Patient and Family Advisory Council members shall take part in an initial orientation provided by the Nor-Lea Hospital District Marketing Department.
- b. New Member Orientation should include but not be limited to:
  - i. Introductions of Administration and Council members.
  - ii. Facilities tour and key staff member introductions.
  - iii. The vision and goals of Nor-Lea Hospital District.
  - iv. The role of the Council, how it fits into Nor-Lea Hospital District's structure, and how it can assist in achieving its vision and goals.
  - v. Meeting attendance expectations of Council members.
  - vi. The roles and responsibilities of Council members.
  - vii. The roles and responsibilities of staff members on the Council.
  - viii. How to be an effective Council member.

- ix. How to present issues effectively.
- x. How to be most effective in collaborating with staff members.
- xi. HIPPA training.

## **ARTICLE IV**

### **Section 1: Key Positions.**

- a. Liaison will lead council meetings.
- b. Minutes of the proceedings of the of Patient and Family Advisory Council will be taken.
- c. A Community Chair will be elected by the membership of the Patient and Family Advisory Council community members.
- d. The Community Chair will serve a one-year term.
- e. The Community Chair may serve multiple terms and if so elected, is not to exceed a total three terms.
- f. Election of the Community Chair requires a majority vote (51%) of the Patient and Family Advisory Council's active community members in attendance.
- g. Committees and task forces for the Patient and Family Advisory Council may be appointed or established at any time to address issues or projects of the Patient and Family Advisory Council.
- h. All committees and task forces, once established, shall report to the Patient and Family Advisory Council until resolution of the issue or project has been deemed complete by the Patient and Family Advisory Council or Quality Committee.

## **ARTICLE V**

### **Section 1: Meetings**

- a. Meetings will be held quarterly at Nor-Lea General Hospital.
- b. Meeting dates, time, and location will be tentatively announced one month in advance.
- c. All meetings will be subject to change due to meeting location and Nor-Lea Hospital District key personnel availability.
- d. When meetings are rescheduled, every effort will be made to maximize attendance by as many council members as possible.
- e. Nor-Lea Hospital District realizes that a Council member may not be able to attend every meeting. Therefore, special consideration can be made for a member to attend utilizing technology.
- f. No quorum is required for a regularly scheduled meeting. However, if an agenda item or an amendment item requires a vote by the Patient and Family Advisory Council, a majority vote (51%) will be required to pass or support the issue and 50% of the Patient and Family Advisory Council's active members must be in attendance.
- g. The agenda for each meeting will be developed by the Liaison.
- h. Any Council member may submit agenda recommendations to the facilitator no later than five business days prior to the scheduled meeting for inclusion in the meeting agenda.

### **Section 2: Voting Procedures.**

- a. When voting is mandated by the Patient and Family Advisory Council, a majority vote (51%) is required for passage of the item requiring a vote.

- b. For the election of the Community Chair, a majority vote (51%) of 50% of the Patient and Family Advisory Council's active community members in attendance is required.
- c. The By-Laws may be recommended for amendment by a majority vote (51%) provided 50% of the Patient and Family Advisory Council's active members are in attendance. By-Laws amendments are not final until approved by the Quality Committee.

**Section 3: Meeting Minutes.**

- a. Meeting minutes with action plans (if applicable) will be sent to members of the Patient and Family Advisory Council.
- b. The Community Chair along with the liaison shall approve minutes of each meeting, and forward to the Director of Quality.
- c. A member of the Patient and Family Advisory Council will present meeting minutes to Quality Committee.
- d. Council members are responsible for reviewing meeting minutes prior to the next meeting to prepare for meeting minute discussion.

**Section 4: Guidelines of Authority.**

- a. The Patient and Family Advisory Council members will review issues related to education, quality, safety, policies, procedures or other concerns. The Council members have direct communication with Nor-Lea Hospital District Administration and can make recommendations accordingly.
- b. Events organized and/or issues addressed and undertaken by the Patient and Family Advisory Council are done so with prior approval of the Nor-Lea Hospital District Administration.
- c. No public statements will be issued by the Patient and Family Advisory Council or its members without prior approval of the Nor-Lea Hospital District Administration.

**ARTICLE VII**

**Section 1: Confidentiality.**

- a. To maintain appropriate and confidential handling of personal information, patient and/or family names or identifying information shall not be discussed during Patient and Family Advisory Council meetings.
- b. Strict compliance with all state and federal laws regarding confidentiality, including HIPAA, shall be enforced

**ARTICLE VIII**

**Section 1: Amendment Procedures.**

- a. Amendments to the Patient and Family Council By-Laws will be presented during one of the Patient and Family Advisory Council's regular meetings and voted on at the following regularly scheduled meeting.

- b. The By-Laws may be amended by a majority vote (51%) provided 50% of the Patient and Family Advisory Council's active members are in attendance. c. All By-Law amendments are subject to the approval of Nor-Lea Hospital District Administration

**ATTACHMENT "A"**

**NOR-LEA HOSPITAL DISTRICT PATIENT AND FAMILY ADVISORY COUNCIL CONFIDENTIALITY AGREEMENT**

The Health Insurance Portability and Accountability Act or "HIPAA" is a federal law that sets standards for protecting the use and disclosure of patients' personal health information. This information is referred to as "protected health information" (PHI) and includes any information that may identify a patient and/or reference any visit to Nor-Lea Hospital District. Information, may include but is not limited to, name, address, phone number, date of birth, email address, financial information, and treatment information. In my role as a member of the Nor-Lea Hospital District Patient and Family Advisory Council, I may be exposed to sensitive and confidential information. Discussion of confidential information may be required to improve the performance and care Nor-Lea Hospital District staff members and physicians provide to patients. As a non-employed member of the Nor-Lea Hospital District Patient and Family Advisory Council, I am required to follow all state and federal laws pertaining to confidentiality and patient privacy. As NorLea Hospital District staff members and physicians are committed to providing the best care for patients, it is equally important to protect patient privacy. I understand that protected health information is confidential and I will not discuss it outside of this Council with friends, family, or acquaintances. I understand that the information I access through Nor-Lea Hospital District Patient and Family Advisory Council meetings is privileged, and/or confidential, and is to be used only in my performance as a Council member. I agree that I will not divulge confidential information outside the scope of the Council. If I have any concerns about the information received during my participation in this Council, I will notify Nor-Lea Hospital District Administration. By signing below, I have read the agreement and agree to comply with the policy as stated. I am aware that this agreement remains in place after my Council term concludes. I further understand that any breach of this agreement will result in termination of my role on the Patient and Family Advisory Council.

Printed Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_