



170 COLBORNE ST W ORILLIA, ON L3V 2Z3

DOCUMENT TYPE: Terms of Reference	DOCUMENT NUMBER: #2750	ORIGINAL DATE: 2022-03-24 EFFECTIVE DATE: 2025-06-05
PFAC (Patient & Family Advisory Council) Terms of Reference		
ISSUED BY: PFAC	APPROVED BY: Senior Team	

Background:

Orillia Soldiers' memorial Hospital (OSMH) is committed to collaborating with patients, families and caregivers in the planning and delivery of safe, quality care. The OSMH Patient & Family Advisory Councils (PFACs) include patients and families who bring a richness of diversity based on geography, age, gender identity, background, culture and patient/family health experiences to their role as patient/family advisors.

Purpose:

The purpose of a PFAC is to co-design with OSMH, its' senior leaders, healthcare providers, team members and physicians on policies, practices, planning and delivery of care.

Key Responsibilities:

Patient and Family advisors share advice and/or feedback related to their healthcare experiences on project initiatives, programs or services through attendance and participation at PFAC meetings, working groups, or other standing committees of the hospital seeking the patient and or family perspective.

Membership:

All OSMH PFACs will be comprised of up to 10 patient/family advisors and up to 8 hospital representatives.

Accountability:

All OSMH PFACs will be accountable to the OSMH Board of Directors through the OSMH senior team and program specific leadership councils.

Term:

Patient and Family Advisors are required to serve for a minimum of 1 year.

Expectations/Conduct:

Patient and Family Advisory Council meetings are conducted respectfully with an emphasis on listening and understanding to ensure that all members have an opportunity to participate and that all perspectives are heard. It is the responsibility of the Co-Chairs to ensure that conflict, should it arise, is managed respectfully of all parties and in a timely manner.

Additional expectations on participation and conduct are as follows:

- Regularly attend the scheduled PFAC meetings and notify the hospital if unable to attend
- Onsite parking for PFAC meetings will be provided at no charge to members
- Be prepared for the meetings by doing any pre-reading work and seeking clarification, if required, in regards to upcoming topics
- Have a demonstrated interest in health issues, the health of the community, and representing the patient



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and family voice

- Comply with OSMH Code of Conduct and Privacy and Confidentiality policies.
- Act in good faith and place the interests of PFAC above their own private interests. It is expected that any concerns a PFAC member may have in relation to an agenda item will be brought to the attention of the Co-Chairs immediately.

Meeting Frequency:

The OSMH PFACs will meet quarterly, or at call of the Co-Chairs.

Meeting Package/Materials:

Agendas, pre-reading materials and meeting minutes are distributed to Council members in advance of meetings. Agendas and meeting minutes are prepared through collaboration of the Co-Chairs and with assistance from OSMH staff. Members may submit agenda items to the Co-Chairs, noting the process in Appendix A for compliments and complaints.

Education/Orientation:

OSMH commits to providing orientation and training opportunities to our PFAC members. Training opportunities will be presented to the members via email or at our regular meetings. The Terms of Reference will be reviewed a minimum of every 2 years.

*****Appendix A: Please refer to the OSMH Managing Patient and Caregiver Feedback Policy attached below .***



Managing patient
and caregiver feedback