



170 COLBORNE ST W ORILLIA, ON L3V 2Z3

DOCUMENT TYPE: Terms of Reference	DOCUMENT NUMBER: 2750	ORIGINAL DATE: 2022-03-24 EFFECTIVE DATE: 2026-01-29
Patient and Family Advisory Council (PFAC)		
ISSUED BY: Patient and Family Advisory Council	APPROVED BY: Senior Team	

OFFICIAL NAME

Patient and Family Advisory Council (PFAC)

PURPOSE

1. OSMH is committed to collaborating with patients and families/caregivers in the planning and delivery of safe, quality care
2. The purpose of the PFAC is to promote opportunity for co-design of policies, practices, planning and delivery of care with OSMH's Senior Leaders, team members and credentialed staff
3. The purpose aligns with our Shared Purpose – We are committed to improving health and wellness. Together we will achieve our goals through system co-design in a culturally safe and meaningful way

KEY RESPONSIBILITIES

1. Advise and collaborate 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 family/caregiver perspective
2. Receive and participate in updates from patient advisors assigned to committees and/or projects
3. Incorporate the patient and family voice though input and co-design of policies, standards, practices, processes and patient-facing information
4. Review Patient Experience data
5. Identify opportunities for patient and family/caregiver engagement across the organization
6. Recommend Council members for opportunities within the organization (e.g. participation in mock code events or quality improvement projects) as part of their role in supporting Quality and Safety
7. Review the Patient Declaration of Values annually
8. Active participation in Accreditation preparations and surveyor visits

MEMBERS/COMPOSITION

1. OSMH's PFAC will include patients and families/caregivers who bring a richness of diversity based on geography, age, gender identity, background, culture and health experiences to their role as patient/family advisors.
2. Patient and Family Advisors are required to serve for a minimum of 1 year, and a maximum of up to 9 years.
3. The OSMH PFAC will be comprised of up to 10 patient/family advisors and up to 8 hospital representatives.
4. Designated hospital representatives may include;
 - a. President and CEO
 - b. Credentialed Staff representative
 - c. Patient Experience Manager
 - d. Volunteer Manager
 - e. Director, Community Relations
 - f. Nursing/clinical team members (up to 2)
 - g. Non-clinical team member
5. The OSMH PFAC will be co-chaired by one patient advisor and one hospital representative. Chairs are elected by consensus vote of the members of the committee for 2-year terms

Education/Orientation

1. OSMH commits to providing orientation and training opportunities to PFAC members
2. Training opportunities will be presented to the members via email or during scheduled meetings

DECISION MAKING

Recommendations from PFAC are by consensus.

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ACCOUNTABILITY:

1. PFAC updates are provided to the OSMH Board twice a year through the Governance Committee.
2. PFAC Members are voting members of the OSMH Leadership Council, and Care Teams across the facility.

COMMUNICATION

Patient advisors gather feedback through personal experience and through sharing at PFAC meetings. PFAC-related activities are shared publicly through OSMH Community Relations.

AGENDA/MINUTES

1. Agendas and meeting minutes will be prepared through Co-Chair in collaboration with assistance from OSMH administrative staff.
2. Members may request agenda items to the Co-Chairs at PFAC meetings
3. Agendas, pre-reading materials and past meeting minutes will be distributed to Council members in advance of meetings

MEETING FREQUENCY

1. Meetings will be held every second month, except for the summer, or at call of the Co-Chairs
 - a. Onsite parking for PFAC meetings will be provided at no charge to members for in-person meetings

MEETING ETIQUETTE

1. Patient and Family Advisory Council meetings will be 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
2. Co-Chairs will ensure that conflict, should it arise, is managed respectfully of all parties and in a timely manner
3. Additional expectations for Council members are:
 - a. Regularly attend the scheduled meetings and notify the PFAC Co-Chairs if unable to attend
 - b. Be prepared for meetings by completing any pre-reading work and seeking clarification about scheduled agenda topics, if required
 - c. Demonstrate interest in health issues, the health of the community, and representing the patient and family/caregiver voice
 - d. Comply with OSMH's Code of Conduct, Privacy, and Confidentiality policies
 - e. Act in good faith, placing the PFAC interests ahead of own private interests.
 - f. Declare any conflict of interest and bring any concerns in relation to an agenda item to the attention of the Co-Chairs immediately

REVIEW FREQUENCY

1. The PFAC Terms of Reference will be reviewed at minimum every 2 years

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