

Terms of Reference South West LHIN Patient and Family Advisory Committee

Background

The South West Local Health Integration Network (LHIN) has long recognized that listening to the patients and their families and their stories can lead to improvements within the health system. The committee is a formal partnership between patients and families and the LHIN.

The LHIN has adopted the Health Quality Ontario's framework on provincial patient engagement to guide the patient engagement strategy for the South West LHIN.

Guiding Principles – *'Our Moral Compass'*

The work and decisions of the Patient and Family Advisory Committee will be grounded by the following guiding principles:

- Person and caregiver centred
- Equitable and aligned to what specific populations need
- Integrated across sectors and systems
- Borderless access to care
- Trust and respect among partners
- Transparency
- Sustainability

The **overall aim of the** Patient and Family Advisory Committee is to improve:

- Health, wellness
- Patient experience and outcomes, as well as
- Value for money.

Function and Role (*How will they do their work?*)

The committee will advise, collaborate and co-design with the South West LHIN, including its leaders and staff, about health system policies and practices, as well as strategy, planning and delivery of patient and family-centred care within the South West LHIN.

The committee's key roles include:

- Developing a collective vision of patient and family-centred care
- Establishing a strategy to increase meaningful patient engagement, and advance the culture of patient and family-centred care within the South West LHIN
- Identify opportunities for improving quality of care in the South West LHIN
- Co-designing strategies to actively partner with patients in designing, planning and improving health care services
- Developing draft policies or position papers that support policy change to support patient and family-centred care
- Co-designing communications that will go to the public
- Reviewing evaluation methods to help define success of system improvements

Reporting Relationship (*Who are they accountable to?*)

The committee represents a partnership with the South West LHIN. Members are expected to contribute to the committee's work based on their professional and/or personal perspectives as patients, family members of patients, or patient caregivers. The committee reports to the CEO of the South West LHIN.

Membership (*Who belongs and what are they responsible for?*)

The committee will include representatives with a diversity of lived experiences within the South West LHIN from the five sub-regions and with insights on the committee's responsibilities and opportunities.

Specifically, membership will include:

- Two patient or family advisors from each sub-region in the LHIN where members will have cross-membership at the LHIN's sub-region integration tables
- Two patient or family advisors from quality improvement initiatives in the LHIN that are large scale and cross-sector
- South West LHIN CEO and other LHIN supporting staff
- A member from provincial patient advisory council(s)

The committee may seek input from a wider group of subject-matter experts. Members will have links to the sub-region integration tables and the Health System Renewal Advisory Committee through cross-membership. Members will seek advice and share information with these groups as appropriate.

Recruitment (see Appendix A – under development)**Appointment term**

Members can be appointed to a term up to 3 years, with a blend of new and experienced members being ideal. Members that miss three consecutive meetings without sending regrets will be approached by a Co-Chair regarding their continued involvement. Members may withdraw at any time and by any means (e.g. written or verbal).

Patient/family advisor Characteristics

- Has received care in the past five years within the South West LHIN
 - Ability to represent patients and / or families effectively when engaging with all health system partners, including community members
 - Ability to provide constructive advice, and manage diverse and differing opinions with respect
- Are responsible for:
- Attending and actively participating in committee meetings
 - Seeking input from, and relaying information to the LHIN's sub-region integration tables and/or the Health System Renewal Advisory Committee as well as respective community partners
 - Ensuring privacy and confidentiality

Meetings

The committee will be co-chaired by a LHIN senior leader and one representative member selected by the committee. At least 50 per cent of members must be present for quorum.

Meeting frequency

Meetings will take place twice each year or at the call of the co-chairs. Meetings will be held in person, with consideration for teleconference or other electronic method available as needed. (The committee's records are subject to the *Freedom of Information and Policy Act* and are governed by South West LHIN's Records Retention Policy)

LHIN staff will support the co-chairs by:

- Set the agenda for meetings, co-lead meetings
- seek approval of and distribute previous minutes
- Develop key messages / recommendations from the meetings to be shared
- Create an annual report of the committee's activities
- Ensure that the committee's work aligns with its scope, and that work is relevant and meaningful to all members
- Support team building and respectful conflict management (including managing or mitigating risks associated with conflicts of interest)
- Represent the committee and its work to various audiences, as required

Decision-making

Group recommendations /advice will be made by consensus. Consensus is defined as group-decision making where members develop and agree to support a decision in the best interests of the whole based on the information available, viewpoints presented, and discussions related to that decision.

Review of terms of reference

The committee will review these terms of reference every two years, or when required, and approve any revisions.