



**Patient & Family Advisory Council Committee  
Charter  
2025**

**VISION STATEMENT**

The Bay Area Hospital Patient & Family Advisory Council is a partnership between the patient, family member advisors, and the medical group, dedicated to advancing comprehensive and compassionate patient- and family-centered healthcare.

**PURPOSE**

The Patient & Family Advisory Council (PFAC) will play an active role in enhancing the patient and family care experience by identifying opportunities, gathering feedback, and providing perspectives on medical group plans, activities, and programs related to patient- and family-centered healthcare.

**PFAC MEMBER RESPONSIBILITIES**

- Actively participate both in and out of meetings to achieve the purpose of the committee,
- Work effectively with other council members, as well as Bay Area Hospital staff, patients, and families to ensure a patient and family-centered care experience,
- Facilitate change to support the achievement and continued improvement of patient and family-centered care,
- Review materials provided before the meetings so that each member is prepared to ask questions, contribute ideas, and provide input,
- Decision-making will normally be made by consensus. If consensus is not reached, decisions will be made by a majority vote of all members. All members are expected to support meeting decisions once the meeting is adjourned,
- Be willing to work on projects and/or sub-committees beyond the 2-hour monthly commitment,
- Be willing to serve on PFAC for two years,
- Adhere to the Bay Area Hospital Code of Conduct and Acceptable Use Agreement contracts.

## PFAC MEETING/FREQUENCY

- The Patient and Family Advisory Council will be composed of Eight (8) volunteer members who are nominated and approved. From this group, two (2) members will be elected to serve as Co-Chairs and one (1) member will be elected Secretary. In addition, the council will include representatives from Bay Area Hospital – two (2) Volunteer Staff Members, the Chief Medical Officer, Physician, Patient and Family Advisory Council Liaison, and the Patient Safety Officer.
- All meetings will be held monthly, with no meeting in December.
- Patient and Family Advisory Council Liaison (CL) and/or Co-Chairs are points of contact concerning attendance,
- Patient & Family Advisors (PFA) are expected to attend a minimum of 10 meetings annually, either in person or via Teams,
- In addition to the monthly meetings, PFAs are expected to participate in sub-committee activities as needed.

## MEMBERSHIP SELECTION/REMOVAL PROCESS

### 1. Membership Selection Process -

- A patient and/or family member of Bay Area Hospital may be nominated or by self-nomination.
- Each PFA nominee must have an interest in health care.
- Each PFA nominee must fill out an application.
- Each PFA nominee must complete the Bay Area Hospital Volunteer Orientation process.
- The Co-Chairs, Patient Safety Officer, and the CL will review the application and select those who will be interviewed.
- Each PFA nominee will be interviewed by the Co-Chairs, CL, and the Patient Safety Officer.
- Following a positive recommendation by the Co-Chair, Patient Safety Officer, and CL, the CL will:
  - Contact references
  - Complete background check ordered
  - Assure all Bay Area Hospital volunteer requirements along with HIPPA compliance training is completed before attending meetings
- When a PFA nominee is approved, he/she will be introduced to the PFAC.
- At the Chief Medical Officer's discretion, a physician may be designated to support and address questions or concerns regarding patient care processes.

## 2. Removal Process -

- A PFA may be removed at the discretion of the Patient Safety Officer for any reason.
- A PFA may be removed from the PFAC by unanimous agreement of the CL and Co-Chairs if any of the following occur:
  - The PFA no longer has a relationship with Bay Area Hospital,
  - The PFA has continuous and frequent absences from council meetings without prior notice,
  - Violation of the Bay Area Hospital Code of Conduct and Acceptable Use Agreement contracts,
  - A PFA member may resign at any time. The resignation is to be submitted in writing to either of the Co-chairs or the CL.

### PFAC OFFICERS

1. Two (2) Co-Chairs – Elected; except for the first year they will be appointed,
2. Secretary – Elected; except for the first year they will be appointed.
3. Patient & Family Advisory Council Liaison (CL) - Bay Area Hospital Employee – appointed by the Patient Safety Officer.

### NOMINATIONS, ELECTIONS AND TERMS OF OFFICE

- For the first year of the PFAC, one Co-Chair will be the CL, and the other Co-Chair will be assigned by the CL and a member of Bay Area Hospital.
- Nominations for PFA Officers shall be given to the CL. PFA members may nominate themselves or other members. Nominations will be accepted prior to January on even years and prior to June, in odd years. This will allow for continuity of experience during the change of officers.
- Ballots will be prepared, and elections will occur during the January and June meetings.
- Officers will serve two-year terms and may remain in the position for up to three years. Terms will run from February to January and July to June.
- If a Co-Chair is vacated, the CL will assume the office until a PFA is elected to the position. The replacement Co-Chair term will be the balance of the vacated term.
- The outgoing Co-Chair will meet with the newly elected Co-Chair one month prior to assuming office for an orientation/mentoring session.

## ROLES

- The Co-Chairs will have equal responsibility and are expected to work closely with the CL. The responsibilities of the Co-Chair are as follows:
  - Convene and facilitate meetings efficiently,
  - Set and Prioritize agendas with CL,
  - Ensure PFA abides by the PFAC Team Agreements, and the responsibilities set in this Charter.
  - Work effectively with Bay Area Hospital staff, relative to the goals of the Patient and Family Advisory Council, in pursuance of the PFAC purpose,
  - Work closely with Bay Area Hospital staff between meetings as needed,
  - Be accountable to the PFAC,
  - Participate in leadership training, coaching, and mentoring as needed,
  - Participate or assign facilitators' responsibilities as necessary for sub-committees or projects.

## SECRETARY

The secretary will be responsible for taking notes at each PFAC meeting and will distribute the notes electronically to the PFAC members within one (1) week after each meeting. The secretary can be elected or volunteer for this position. This position will ensure each meeting has coverage. The focus of this role is to capture action items, tasks assigned and project projects.

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| Submitted by:      | Laurie Megrew, MSN-Ed, RN<br>Patient & Family Advisory Council (CL) |
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