

**Providence Healthcare (Unity Health Toronto) Patient and Family Council
Terms of Reference
Final Version October 7, 2019**

Mandate:	The mandate of the Providence Patient and Family Council is to advance a culture of patient and family partnered care through a collaborative and productive partnership between patients and families and the hospital.
Date Established:	September 2019
Last Revised :	October 7, 2019
Accountability and Reporting Relationships:	VP Quality, Performance, Information Management and Chief Information Officer, the Unity Health Toronto President and CEO and Unity Health Toronto Patient and Family Council
Link to Unity Health Toronto Strategic Directions:	The Council partners to achieve the overall vision of Unity Health Toronto: <i>The best care experiences. Created together.</i> This is achieved by establishing, promoting, monitoring and evaluating the principles and practices of patient and family partnered care in partnership with the hospital.
Functions & Responsibilities:	<p>The Council fulfills the following functions:</p> <ul style="list-style-type: none"> • In partnership with the hospital develop corporate objectives to advance patient and family partnered care • Develop an annual workplan in partnership with the hospital outlining opportunities to for the Council to establish, promote, monitor and evaluate the principles and practices of patient and family partnered care • Ensures the voice of the Providence patients, residents and families inform key organizational goals and initiatives including but not limited to quality and safety priorities, policies and procedures, communication plans and educational resources • Acts as a resource to all staff and physicians by reviewing and providing feedback on items presented to the Council at a corporate, program/department and unit level • Promote the application of an equity and diversity perspective to the work of the Council • Encourages and supports the active partnerships with patient and family partners throughout the Providence site • Promotes and shares successes and milestones of the Council
Membership: (Patient & Family Partners)	<ul style="list-style-type: none"> • Patient and Family Partners from Providence (12-14) with diverse representation • Members commit to a two year term; renewable for one additional two year term • Resignation as a member is accepted in writing to the Co-chairs

Membership: <i>(Unity Health Toronto Staff)</i>	<ul style="list-style-type: none"> • Senior Director, Patient Experience Community Engagement • Experience and Engagement Specialist • One Unity Health Staff member on an annual rotation • Staff do not hold a voting role
Qualifications:	<ul style="list-style-type: none"> • Have personal experience as a patient, resident or family member at Providence; within the past 3 years (inpatient, outpatient, Cardinal Ambrozic Houses of Providence) • Over 18 years of age
Qualities	<ul style="list-style-type: none"> • Demonstrate the Unity Health Toronto mission, vision and values • Comply with applicable policies, procedures and legislation • Maintain confidentiality in all forms of communication • Respects all aspects of diversity by being open-minded and maintaining a non-judgmental attitude • Actively listens and engages in respectful dialogue • Works collaboratively with staff and other patient and family partners
Co-Chairs:	<p>For the inaugural year of the Providence Patient and Family Council the Co-Chairs will be the existing Patient and Family Partner Co-Chair and the Senior Director, Patient Experience & Community Engagement. In subsequent years the Co-Chairs will both be Patient and Family Partners and elected by the Patient and Family Council members. The term of Co-Chairs will be 2 years.</p>
Quorum:	<p>To be 50% of the Council members plus one</p>
Decision Making:	<p>Decision making is through consensus. When necessary a simple majority of 50% plus one will be used.</p>
Frequency of Meetings:	<p>The Council meets a minimum of nine times per year and at the call of the Co-Chairs. Meetings are held on the second Thursday of each month from 4:30-6:30pm between September and June.</p>
Reporting:	<p>An annual summary report on the activities and input from the Council will be provided to key local and Unity Health Toronto wide committees including other site specific Patient and Family Councils and the Unity Health Toronto Patient and Family Council</p>
Evaluation:	<p>Annually by Council members; semi-annually by Co-chairs. Terms of reference are reviewed annually.</p>

DEFINITIONS

Patient: our patients, clients and residents that we serve across Unity Health Toronto

Family: anyone our patients consider to be their family

Patient and Family Partnered Care: how we work together with our patients and families to provide the best possible care experiences that are respectful of the needs and values of each individual