

**St. Joseph's Hospital (Unity Health Toronto) Patient and Family Council
Terms of Reference**

Mandate:	The mandate of the St. Joseph's 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 :	April 2021
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 for the Council to establish, promote, monitor and evaluate the principles and practices of patient and family partnered care • Ensures the voice of the St. Joseph's community, patients 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 • Understands, encourages and supports the expansive work of the St. Joseph's patient and family partners as a whole and advocates for their continued partnership throughout the St. Joseph's 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 St. Joseph's (14-16) 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:	<ul style="list-style-type: none"> • Senior Director, Patient Experience Community Engagement

(Unity Health Toronto Staff)	<ul style="list-style-type: none"> • 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 or family member at St. Joseph's Health Centre; within the past 3 years (inpatient, outpatient, emergency department) • Over 18 years of age • Prior experience with teamwork, committees and/or collaboration
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 St. Joseph's Patient and Family Council the Co-Chairs will include one representative from the legacy Community Engagement Council and one legacy Patient and Family Advisor. The inaugural Co-Chairs will be appointed by the VP, Quality & Performance and the Senior Director, Patient Experience & Community Engagement.</p> <p>In subsequent years the Co-Chairs will be elected by the Patient and Family Council members. The term of Co-Chairs will be 2 years.</p>
Quorum:	To be 50% of the Council members plus one
Decision Making:	Preferred method for decision making is through consensus. When necessary a simple majority of 50% plus one will be used.
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 Wednesday of each month from 6:00 to 8:00pm between September and June.</p> <p>Council members will also have opportunities to participate on sub-committees to support priority areas of the Council.</p>
Reporting:	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
Evaluation:	Annually by Council members; semi-annually by Co-chairs.

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