

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

<b>Mandate:</b>	The mandate of the St. Michael's Patient and Family Council is to co-create a culture of patient and family partnered care through a productive collaboration amongst patients, families and the hospital.
<b>Date Established:</b>	April 2016
<b>Last Revised :</b>	August 15, 2019
<b>Accountability and Reporting Relationships:</b>	VP Quality, Performance, Information Management and Chief Information Officer, the Unity Health Toronto President and CEO and Unity Health Toronto Patient and Family Council
<b>Link to Unity Health Toronto Strategic Directions:</b>	The Council partners with St. Michael's staff, physicians and learners to achieve the overall vision of Unity Health Toronto: <i>The best care experiences. Created together.</i> This is accomplished by establishing, promoting, monitoring and evaluating the principles and practices of patient and family partnered care.
<b>Functions &amp; Responsibilities:</b>	<p>The Council fulfills the following functions:</p> <ul style="list-style-type: none"> <li>• In partnership with the hospital develops corporate objectives to advance equitable and accessible patient and family partnered care</li> <li>• Develops 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</li> <li>• Ensures that the opinions of the St. Michael's community, patients and families are included in the development of key organizational goals and initiatives including but not limited to quality and safety priorities, policies and procedures, communication plans and educational resources</li> <li>• 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</li> <li>• Promotes the application of equity and diversity perspectives to the work of the Council</li> <li>• Encourages and supports the active partnerships with patient and family partners</li> <li>• Promotes and shares successes and milestones of the Council</li> </ul>
<b>Membership: (Patient &amp; Family Partners)</b>	<ul style="list-style-type: none"> <li>• Patient and Family Partners from St. Michael's (12-14) with diverse representation</li> <li>• Members commit to a two-year term; renewable for one additional two-year term</li> <li>• Resignation as a member is accepted in writing to the Co-chairs</li> </ul>
<b>Membership: (Unity Health Toronto Staff)</b>	<ul style="list-style-type: none"> <li>• Senior Director, Patient Experience Community Engagement</li> <li>• Experience and Engagement Specialist</li> <li>• One Unity Health Staff member on an annual rotation</li> <li>• Staff do not hold a voting role</li> </ul>
<b>Qualifications:</b>	<ul style="list-style-type: none"> <li>• Have personal experience as a patient or family member at St. Michael's Hospital; within the past 3 years (inpatient, outpatient, emergency department)</li> </ul>

	<ul style="list-style-type: none"> <li>• Over 18 years of age</li> <li>• Prior experience with teamwork, committees and/or collaboration is preferred</li> </ul>
<b>Qualities</b>	<ul style="list-style-type: none"> <li>• Demonstrates the Unity Health Toronto mission, vision and values</li> <li>• Complies with applicable policies, procedures and legislation</li> <li>• Maintains confidentiality in all forms of communication</li> <li>• Respects all aspects of equity and diversity and fosters a non-judgmental attitude</li> <li>• Actively listens and engages in respectful but critical dialogue</li> <li>• Work collaboratively with staff and other patient and family partners</li> </ul>
<b>Co-Chairs:</b>	The St. Michael's Patient and Family Council Co-Chairs are represented by two Patient and Family Partners. The term of Co-Chairs will be 2 years.
<b>Quorum:</b>	To be 50% of the Council members plus one
<b>Decision Making:</b>	Decision making is through consensus. When necessary a simple majority of 50% plus one will be used.
<b>Frequency of Meetings:</b>	The Council meets a minimum of nine times per year on the fourth Wednesday of each month from 5:30 to 7:30pm between September and June. Additional meetings may be called at the discretion of the Co-Chairs.
<b>Reporting:</b>	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
<b>Evaluation:</b>	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 addresses the needs and values of each individual considering the Social Determinants of Health