



RGH Patient and Family Advisory Council Charter

I. Vision:

- a. Through collaboration with the community, patients, and Rio Grande Hospital staff, we will recommend changes to respond to the needs of the communities we serve.

II. Scope of PFAC members:

- a. PFACs come together on an ongoing basis and provide continuing guidance to advance best practices at the hospital.
- b. Members will offer insight and recommendations for improving the quality, safety, and satisfaction of patient care.
- c. PFACs help improve healthcare outcomes through patient-centered care and enhance communication between patients and care team.
- d. PFAC members will assist in developing strategies to strengthen communication and improve collaboration between healthcare providers, patients, and their families.

III. PFAC Facilitators:

- a. RGH Staff

IV. Membership:

- a. PFAC should include former patients and family members whose experiences make them good advisors. Sources for potential advisories can be staff recommendation, provider suggestions, word of mouth, tracked grievances, or complaints.
- b. Council will consist of patients, family members, and Rio Grande Hospital employees. The recommended number of community members should be no less than three.
- c. Dinner and drinks are provided.
- d. All PFAC members sign and abide by the Statement of Confidentiality.

V. Structure:

- a. Agenda Development:
 - i. Items come to the PFAC by RGH Staff
- b. Patients and family members will speak up and share health care experiences and perspectives with the hospital in constructive ways.
- c. Patients and family members will help the hospital identify and implement strategies to support patients and families, improve their experiences with care, and strengthen communication and collaboration between health care providers, patients, and families.

VI. Time Commitment:

- a. Meetings are anticipated to be held quarterly.
- b. Meetings are one hour long.
- c. We ask all members for a minimum of two-year commitment.
- d. Attending three meetings per year is required of members.

VII. Communication Loop:

- a. Items brought to PFAC will be followed up by RGH Staff.
- b. Decisions and/or action plans will be reported to PFAC.