

## **Patient Family Advisory Council**

### **Charter**

The Salem Clinic Patient Family Advisory Council (PFAC) seeks to improve the patient experience through formal and active involvement of patients, family members and caregivers alongside clinical and administrative staff in quality improvement activities.

The PFAC will convene, as a whole, twice per year; one time in the first quarter and one time in the third quarter of each year. Meetings will be held at a Salem Clinic facility at times determined to be most inclusive of current council members.

The council will be representative of all Salem Clinic locations, with at least one advisor assigned to a primary care physician (PCP) from each active office location and at least one staff member or physician from each active office location. The initial membership will be comprised of PCP nominated patients, family members and caregivers and invited staff members and physicians. Going forward, those interested in advisor positions will be directed to apply to the council through a web based application located on the salemclinic.org website.

At all times, at least one staff member representing each of the following roles will be represented on the council: physician, nurse, receptionist, care coordinator, referral coordinator, patient provider representative and administration.

A meeting agenda will be sent out at least two weeks preceding a scheduled meeting of the council. Minutes from the previous meeting will be sent with the agenda, as applicable. Each meeting may include HIPAA and confidentiality document reviews, formal introductions of council members, a review of the previous meeting contents and relevant updates, discussion of current agenda items and an open forum. Attendance and meeting minutes will be recorded at each semiannual meeting and any formal subcommittee meetings.

Council members may also be invited to participate in subcommittees or other advisory activities, based upon their areas of interest.

Council assembly and activities will be coordinated by the Corporate Development & Promotion Manger with input from the Director of Quality Care Management and Chief Administrative Officer.

Council members who fail to attend scheduled meetings, do not actively participate in meetings, or display disruptive behaviors during meetings will be excused from the council.