

Patient & Family Advisory Council (PFAC) Charter

Council Name

The name of the organization is the *TCRH* Patient & Family Advisory Council (PFAC).

Mission

The mission of the Patient and Family Advisory Council (PFAC) is to advocate open communication and collaboration between patients, families, caregivers, and the healthcare team. Aligned with Lifepoint Health's core values of championing patient care, embracing individuality, and making a difference together, we are committed to ensuring a safe, patient-centered experience and fostering a culture of trust, respect, and continuous improvement at *TCRH*.

Council Responsibilities

Represent: Represent patient and family perspectives on the healthcare experience at *TCRH* and make recommendations for improvement.

Advise: Serve as a sounding board for implementation of new and existing programs across the hospital.

Collaborate: Partner with staff and administration to provide recommendations that will enhance the patient and family experience.

Share: Offer insights and information based on individual experiences with *TCRH* to guide opportunities for improvement.

Embrace Individuality: Actively listen to understand and respond to the unique perspectives of fellow members.

Support: Respect the perspectives of others and work together as a team to improve the patient and family experience at *TCRH*.

Council Structure & Membership

- a) **Size:** The PFAC will contain up to 12 patients and family community members. Up to 3 *TCRH* staff can be present, with a minimum of Facility Name Co-Chair facilitator present.
- b) **Membership Terms:** Members serve a two-year term, with rotations based on the start of their initial term and have the option to renew if desired. During and after their term, members may also serve as advisors on other committees.
- c) **Officers:** The group will select a patient/family member Co-Chair, with the *Patient Experience Lead, Cindy Sluss, BSN, RN* serving as a Co-Chair and Secretary.

- d) **Nominations and Elections:** Membership is approved by group consensus. Officers are nominated by the group, and decisions are made by secret ballot if necessary.
- e) **Meetings:** Held monthly at Twin County Regional Hospital, with virtual attendance allowed upon request. Members may resign or request to leave at any time.
- f) **Attendance:** A 50% meeting attendance is expected. Members who miss two consecutive meetings without notice may be asked to leave the council.
- g) **Agenda:** Provided at the meeting; members can request agenda items through a Co-Chair.
- h) **Minutes:** Will be kept, shared with the group, and distributed to *TCRH* Leadership and the *TCRH* Board by the Patient Experience Lead/Co-Chair.
- i) **Confidentiality:** Member health information discussed at meetings will remain confidential.

Membership Criteria

- A patient applicant or their family member must have had a recent experience with *TCRH* (within the last 2 years).
- Consideration will be made to maintain a diverse PFAC representing our diverse patient population.
- Members must be able to fulfill the Council Responsibilities of the PFAC and attend at least 50% of meetings.
- Commitment to serve for a 2-year term with potential to renew or step down at the end of the term.

PFAC Outputs

- The PFAC will provide an annual report and regular updates to *TCRH* leadership.
- The PFAC may participate in educational and policy-making forums.
- The PFAC will serve as community liaisons, connecting patients and families in the broader community.
- PFAC members may also serve on other committees across the hospital system as appropriate.

Amendment Procedure

These bylaws may be amended at any regular Council meeting by majority vote, provided the amendment is submitted in writing at the preceding meeting.

Termination

The Co-Chairs of the PFAC reserve the right to dismiss any member who is not compliant with this Charter.

Confidentiality

PFAC members will sign a confidentiality agreement and must not disclose any personal or confidential information about patients, staff, or hospital matters to anyone outside of the PFAC or hospital personnel working with the PFAC. Any materials containing such information must be managed securely to prevent unauthorized disclosure. Members must adhere to all applicable HIPAA standards and guidelines.