

# **TERMS OF REFERENCE**

## **Near North Health and Wellness Ontario Health Team Patient and Family Advisory Committee**

September 23, 2020

### **BACKGROUND**

The Near North Health and Wellness Ontario Health Team (NNHW OHT) is a new model of organizing and delivering health care to better connect patients and providers in the Nipissing-East Parry Sound area with the services they need. The primary goal is to improve patient outcomes by bringing services together and help people more easily navigate the local health care system. Through this OHT, patients will experience easier transitions from one provider to another and ultimately have one patient record and one care plan.

The NNHW OHT has a vision to meet the individual health care needs of the entire population of the Nipissing-East Parry Sound region. This includes Francophone, First Nations, Inuit and Métis populations, and people living in both urban and rural communities. Many partners are working together to create this new model of care, including Indigenous and Francophone health leaders, physicians, primary care, home and community care, hospitals, long-term care, and mental health and addictions.

The inclusion of patients and families in the establishment of, and decision-making for, the NNHW OHT is vital. In order to improve health outcomes and the patient experience, patients and families will be engaged and empowered to help re-shape health care delivery in the area through the NNHW OHT Patient and Family Advisory Committee.

### **MANDATE**

The Patient and Family Advisory Committee will apply their learning, collective experience and insights to:

- Work in partnership with the NNHW OHT to help ensure local priorities and health system issues are addressed collaboratively with patients and their families.
- Identify and advise on opportunities to incorporate the patient's perspective in initiatives to better integrate care across the area.
- Provide advice on recommendations about health care access or service delivery improvements from the patient and/or family caregiver perspective.
- Recommend strategies and practical ideas for improving patient care, and caregiver recognition and support.
- Support effective patient engagement across the area.
- Develop an annual work plan that includes priorities in alignment with the NNHW OHT mandate and actions that support the ongoing development of the OHT from a patient/family experience perspective.
- Not have a fiscal mandate to perform these duties.

When executing its mandate, the Patient and Family Advisory Committee (PFAC) will adhere to the following principles:

- The PFAC will make every effort to provide informed advice.
- The PFAC will take into account population health and health equity in making its recommendations.
- The NNHW OHT will respond to the PFAC's advice and final decisions will remain with the NNHW OHT leadership.

## **ACCOUNTABILITY AND REPORTING RELATIONSHIPS**

The PFAC Co-Chairs, or delegates, will attend and actively participate in regular meetings of the OHT and provide updates on its work plans, activities and progress to the NNHW OHT. The PFAC will meet on a monthly basis or as needed.

## **MEMBERSHIP**

The PFAC will consist of up to 10 members. The role of a PFAC Patient Advisor is to share his or her unique stories, experiences, opinions and perspectives in order to strengthen engagement of patients, caregivers and the public in important local health planning decisions and policies.

Members will be selected and recruited in such a manner to ensure diversity that is reflective of the area's population, in relation to age, geographic distribution, cultural diversity, socio-economic status and experience with the health system. Membership will also represent patient, family/caregiver experiences across different health care sectors, including hospitals, long-term care, mental health and addictions, primary care and home and community care.

Members may participate on focused sub-committees or working groups of the PFAC as needed based on their interests and experiences with different aspects of health care.

Members shall be appointed for a term of up to 2 years. Length of term will be discussed with potential members and may be varied to allow for staggering. Members may be re-appointed for an additional term at the NNHW OHT's discretion.

PFAC members shall be members of the public. Because elected representatives, practicing healthcare professionals, paid employees of health charities, employees of companies in health industries, elected officials, and employees of provincial and federal health ministries and agencies already have a voice in making their opinions known to decision makers, these people are not eligible for membership.

## **Election of Co-Chairs**

The Patient and Family Advisory Committee will include two Co-Chairs, elected through consensus by the PFAC membership. NNHW OHT staff can assist in facilitation, as appropriate.

## **ROLES AND RESPONSIBILITIES**

### **Committee Member Qualifications:**

- A patient or family member of a patient who currently resides in the areas and has received care within the area, in the past 2 years.
- Can represent patients and/or families effectively when engaging with all stakeholders, including members of the community.
- A *system thinker* who is able to apply their knowledge to support strengthening the local health care system for all patients and families in the area.
- Able to provide constructive advice, and manage diverse and differing opinions with respect.
- Able to work collaboratively with all stakeholders, and other members of the community.
- Ensures privacy and confidentiality.

### **Role of Committee Members**

Provide advice to the NNHW OHT based on the patient, caregiver and family experience that is meaningful to all people living in the area. The lived experience of members will drive better outcomes at the system level. This will involve:

- Reviewing and providing feedback on documents, proposals, and plans.
- Identifying, capturing and suggesting strategies to better meet the cultural and linguistic needs of the population.
- Doing their utmost to attend each PFAC meeting.
- Being prepared to be active participants in each meeting (e.g., all meeting materials should be read prior to each meeting).
- Identifying opportunities for improvements in the planning and delivery of services.
- Participating in initiatives where the patient's voice can inform improvements.

### **Role of Co-Chairs**

In addition to the Committee member's responsibilities outlined above, the Co-Chairs will also be responsible for:

- Attending NNHW OHT meetings.
- Sharing information and liaising between the PFAC and the NNHW OHT.
- Encouraging participation and active involvement among members.
- Leading and facilitating committee meetings.
- Attending external meetings on behalf of the committee, as appropriate.
- Setting the agenda for each meeting.
- Assisting in the evaluation of the PFAC on an annual basis.
- Recruiting and orientating new Committee members (in collaboration with the OHT staff who support the Committee).

### **Role of Near North Health and Wellness OHT Members**

- Provide support to the PFAC which may include, but is not limited to sharing clinical and health system expertise, providing access to reports, research and analysis that may support the PFAC in their work.
- Respond to PFAC feedback and advice.
- Help prepare meeting agendas in consultation with the PFAC co-chairs.
- Prepare briefing notes about agenda items and ensure that they are clearly written and crafted with the perspective of what would be important to patients and family advisors.
- Answer questions about policies / issues answered in a respectful, helpful, and prompt manner.
- Support the co-chairs and existing PFAC members with the recruitment and orientation of new members; and
- Collaborate with the co-chairs, identifying appropriate topics for engaging the committee and developing appropriate meeting agendas and activities to elicit meaningful input.

### **RESIGNING/ DISMISSAL FROM THE COMMITTEE BEFORE THE END OF A TERM**

There are circumstances where a PFAC member may need to leave the committee before the end of his / her term.

1. PFAC who elect to resign from their position are requested to provide thirty days written notification of their decision to the co-chairs.

2. Where a PFAC member has not fulfilled his / her role as per the Terms of Reference, the committee (via the co-chairs) may wish to inform the NNHW OHT leadership of their concerns.

- The NNHW OHT leadership will use the information provided by the co-chairs and the PFAC to inform his / her decision on whether or not to end the member's appointment.
- As a guiding principle, and before informing the NNHW OHT leadership, the committee co-chairs will reach out to the member in question to understand the reason(s) for his / her not fulfilling the role of committee member in an attempt to mitigate / resolve the issue.
- The committee will document this outreach process, and the Member's response, for the NNHW OHT leadership's consideration.
- If members are unable to fulfill their role and or engage in behaviour that materially undermines the integrity of the NNHW OHT, work of the committee, or committee terms of reference they may be requested by the NNHW OHT leadership to resign from the committee.
- A limit of 30 days will be applied to seeking a resolution in the event a committee member is not able to fulfill their role on this committee. The 30 days will commence once the OHT co-chairs are made aware of this matter.

## **MEETINGS**

The Committee will seek to convene monthly meetings. Meetings will be conducted virtually by either telephone or videoconference until such time as the COVID-19 pandemic allows for face-to-face meetings.

## **REIMBURSEMENT**

At the time of this writing, the NNHW OHT does not have budget for any expenses. Meetings will be held virtually for the time being with no meeting expenses. This approach will be revisited as the PFAC and the OHT are further established.

## **ETHICAL FRAMEWORK AND CONFLICT OF INTEREST**

PFAC members are required to fulfill the duties of their appointment in a professional, ethical and competent manner and avoid any real or perceived conflict of interest. Committee members have an obligation to declare a personal or pecuniary interest that could raise a conflict of interest concern at the earliest opportunity to the Chair(s). Each member has an ongoing obligation to disclose any actual, potential or perceived conflict of interest arising at any point during a member's term of appointment in regard to any matter under discussion by the Committee or related to the Committee's mandate.

## **CONFIDENTIALITY AND ONTARIO'S FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY ACT (FIPPA)**

Each member of the committee will be required to sign a confidentiality agreement. All confidential information, including notes written by individual members in connection with their work on behalf of the Committee, is subject to the provisions of Ontario's *Freedom of Information and Protection of Privacy Act*, R.S.O. 1990, c.F.31 and may be subject to disclosure in accordance with the Act.

No member of the Committee shall disclose or publicize any information related to the work of the Committee, including the content of any of its discussions, advice or recommendations, unless the member has received prior written authorization to make a specific disclosure.

### **OWNERSHIP OF COMMITTEE MATERIALS**

All confidential information, including all work materials produced by the committee, shall be and remain the sole property of the NNHW OHT. Committee materials are not to be shared outside of the organization, including with other committees/councils, unless there is expressed permission to do so.

### **ESTABLISHMENT OF SUBCOMMITTEES/WORKING GROUPS**

The Committee may establish time-limited working groups to provide reports and recommendations to the committee on specific issues on specific priorities set by the committee working group membership may overlap with committee membership as appropriate.

### **AMENDMENTS TO TERMS OF REFERENCE**

These Terms of Reference will be reviewed after one year, and every two years thereafter and may be amended by the NNHW OHT.

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