

## **Durham Regional Cancer Centre Patient and Family Experience Advisory Council Terms of Reference**

### **Purpose of the Patient and Family Experience Advisory Council**

The Patient and Family Experience Advisory Council (PFEAC) will contribute to the enhancement of patient and family-centred care at the Durham Regional Cancer Centre (DRCC). Advisors bring expertise about what it is like to be a patient or family member/partner-in-care receiving care at the DRCC. Advisors partner with leadership, staff and physicians to provide input that serve to inform policies, programs and practices that directly impact patient care and services. The PFEAC's scope will encompass the entire continuum of cancer care provided by DRCC.

### **Responsibilities of the PFEAC**

- Advisors to be familiar with the content of the LH Advisor Handbook.
- Advisors are accountable to the membership of the PFEAC at DRCC;
- Two-way information sharing to bring relevant issues from clinical programs to the PFEAC and keeping stakeholders informed of PFEAC initiatives;
- Advise on the implementation of Cancer Care Ontario (CCO) guidelines and standards relevant to the patient experience;
- Contribute to the development and implementation of the Lakeridge Health (LH) strategic plan;
- Assist the leadership team in developing communication plans to the broader patient population as appropriate;
- Provide input that serves to inform quality improvement projects and initiatives. Individual Advisors may be invited to partner with leadership and staff on specific projects, councils, working groups and committees as requested;
- Advisors must adhere to LH policies including, but not limited to the Confidentiality Agreement, Code of Conduct, Dress Code and Personal Hygiene, and Infection Protection and Control;
- Advisors are responsible to prepare for meetings by familiarizing themselves with materials sent out prior to each meeting;
- Advisors are responsible for attending meetings;
- Advisors may be asked to represent DRCC at an engagement session or meeting organized by CCO;
- Advisors may choose to participate in an initiative or working group within LH. This is not an expectation or requirement of their role as an Advisor on the DRCC PFEAC;

## **Membership of the PFEAC**

Co-Chairs: PFEA Advisor from the Council  
Patient Experience Lead/other member of the DRCC leadership team

PFEA Advisor Co-chair term will be reviewed every two years.

Members: Representatives from DRCC patient and/or family member/partner-in-care population with consideration given to equity in engagement. Ad hoc members may be invited to attend part or all of any meeting. This may include members of the DRCC leadership team, staff or physicians.

Advisors are asked to commit to at least a one-year term, participating in a minimum of 4 meetings in a one- year period;

## **Meeting schedule of the PFEAC**

The PFEAC will meet up to six times per year, face to face or via teleconference. Members may be asked to review and comment on documents circulated electronically between meetings.

## **Accountability of the PFEAC**

The PFEAC provides input to the applicable DRCC Quality Council or Program Sub-Council(s) as required. Membership of two PFEAs on the DRCC Quality Council support information sharing between the PFEAC and the DRCC Quality Council. An annual report on DRCC PFEA activities will be shared with the DRCC Quality Council and the LH Patient Experience Program.

Individual members of the PFEAC may choose to participate as an Advisor on initiatives or working groups outside of DRCC and LH. In this capacity, their advisory role is based on their experience with the health care system and not as a representative of DRCC or LH.

## **Role of the PFEAC**

The PFEAC has an advisory role within the oncology program. Whenever possible, recommendations of the PFEAC will be made by consensus of the members. If consensus cannot be reached, the Co-chairs will decide based on a majority vote of all the PFEAC members present.

## **Ad-hoc Working Councils of the PFEAC**

Working Councils may be formed as needed to address specific issues, upon approval of the Co-Chairs.

## **Recruitment for the PFEAC**

A broad advertisement campaign within the community and cancer centre will request applications from patients or family members/partners-in-care who have experienced care at DRCC within the past 2-3 years.

Applications will be reviewed by the Co-Chairs. Applicants are invited to meet with the Co-Chairs for an informal interview. Follow up is made with the LH Patient Experience Program to support the process for volunteer onboarding

## **Terms of reference review**

The terms of reference will be reviewed annually.

Last revised: July 2019